

# BlackBerry® 7520™ powered by Nextel®

Nextel Welcome Guide

**LEARN.  
CONNECT.  
IMPRESS.**

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# How To Use This Guide

**Congratulations** on your BlackBerry® 7520™, powered by Nextel® purchase. We hope that your experience will be an enjoyable one.

If you are a first time BlackBerry® device user or are already familiar with BlackBerry wireless technology, this guide is designed to make your set up as easy as possible.

1. Get started right away by familiarizing yourself with the look and feel of the BlackBerry device in the BlackBerry® 7520™, powered by Nextel® section.
2. Move quickly through the Set-up Checklist to get your BlackBerry device up and running using the short "Set-up Checklist" on page 3. If you need more information to get started, detailed instructions are available in the latter portion of this chapter.
3. Become familiar with the BlackBerry device by learning the basic keys and useful tips for typing and editing in the section called Navigating Your BlackBerry.
4. Learn about all of the services that Nextel provides in the section called Nextel Services Overview .
5. Read the basic instructions on how to perform the main tasks on your BlackBerry device. For complete instructions for your BlackBerry® 7520™, powered by Nextel®, refer to the BlackBerry 7520™ User Guide found on your setup CD.

Good luck with your BlackBerry® 7520™, powered by Nextel® !



[nextel.com](http://nextel.com)

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# The BlackBerry® 7520™ powered by Nextel®



# BlackBerry® Basics

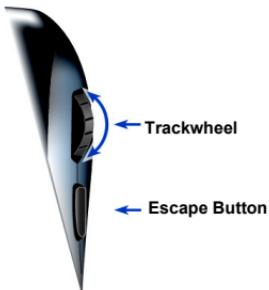
## Getting Help

There are many ways to find answers to your questions at any time.

- The CD included in your kit contains the complete BlackBerry 7520™ User Guide.
- From the Home screen of your BlackBerry device, click the Help icon.
- The Home screen is the initial screen that contains all main options on the BlackBerry device. With your trackwheel, you can scroll to the left or to the right to see more options.
- Visit [www.nextelwelcome.com](http://www.nextelwelcome.com) and under **Account Type** register for **MyNextel** if you are a new customer.
- You can also visit [www.nextelwelcome.com](http://www.nextelwelcome.com), click **Support** and click on the BlackBerry 7520™ for more information.

## Navigating Your BlackBerry Device

1. Roll the trackwheel to highlight options on the screen.
2. Click the trackwheel by pushing it in. This will select items or open menus.
3. Press the **Escape** button to exit a screen, cancel an action, or go back one page in the browser.



## The Walkie-Talkie Button

Hold the Walkie-Talkie button to speak during a Walkie-Talkie call. Release the Walkie-Talkie button to listen during a Walkie-Talkie call.



For more information on using the Walkie-Talkie functions, see “Nextel Walkie-Talkie Service” on page 37.

# Set-up Checklist

To set up your BlackBerry® 7520™, powered by Nextel®, follow these steps:

- ✓ Step 1: Insert the SIM Card
- ✓ Step 2: Insert the Battery
- ✓ Step 3: Turn on the Power
- ✓ Step 4: Set the Date/time
- ✓ Step 5: Connect to the Wireless Network
- ✓ Step 6: Set up your Email
- ✓ Step 7: Transfer your Contacts

## Step 1: Insert the SIM Card

Your Subscriber Identity Module (SIM) card is a smart card that fits into your BlackBerry device and contains your personal information including network activation and phone book entries. Your BlackBerry device will not work unless your SIM card is inserted.

**Important:** Turn off your BlackBerry device before you insert or remove the SIM card. Do not scratch, bend, or expose the SIM card to static electricity or wet conditions.

1. Your SIM card may already be inserted in your BlackBerry device. Verify that it is in your BlackBerry® 7520™, powered by Nextel®.
2. Press the battery cover release button.



3. Slide off the battery cover.

4. If the battery is inserted, remove it by pushing up with your thumb from the bottom of the battery.
5. Slide the SIM card holder toward its hinge to unlock it.
6. Lift the SIM card holder.
7. Insert the SIM card into the holder so that the notches align.
8. Close the SIM card holder.
9. Slide the SIM card holder away from its hinges to lock it.



## **Step 2: Insert the Battery**

**Important:** Your kit may contain a charged battery. If you need to charge your battery, connect the end of the USB cable to your computer and the small end to your BlackBerry device or use your travel charger. To charge your BlackBerry device using your computer, the BlackBerry Desktop Software must be installed on your computer. Use only the battery that Research in Motion® specifies for use with your BlackBerry device. See the Safety and Product Information booklet that accompanied your BlackBerry device for more information about using the battery safely.

1. Press the battery cover release button and slide off the battery cover.
2. Insert the battery so that the connectors on the battery align with the connectors on your BlackBerry device.
3. Replace the battery cover.
4. If the battery is charged, your BlackBerry device will turn on and the **Confirm Date/Time** dialog box appears.

You will see an hour glass for a minute or so followed by the Nextel screen and then a dialog box that lets you know that Security software is being verified.



**Note:** When the battery is fully charged, this indicator will appear.



### Step 3: Turn on the Power

On the BlackBerry device, if the power is off, press the **Power** button located in the right hand corner of your device as shown here.



### Step 4: Set the Date/Time

The **Date/Time** dialog box appears the first time you power on the device. To change the current date and time:

1. Click **Edit** from the dialog box or from the Home screen, click on the Options icon.
2. Scroll to **Date/Time**.
3. Set the **Time Zone**.
4. Set the **Date/Time Source**.
5. Click the trackwheel and click **Save**.

Verify that the date and time at the top of your Home screen is correct.

### Step 5: Connect to the Wireless Network

Your BlackBerry device is designed to connect to the wireless network automatically the first time you turn on the power. To connect to the wireless network successfully, your wireless service must be active and you must be in a wireless network coverage area as shown below. When your BlackBerry device is not connected to the wireless network, you can continue to use features that do not require a connection to the wireless network.



For example, you can type and save draft email messages, or manage tasks.

1. From the Home screen, click **Turn Wireless On** (unless it is already on). Your BlackBerry device must register with the Nextel National Network in order to work properly. Initial registration may take a few minutes so please be patient.

## **Step 6: Set Up Your Email**

Your BlackBerry device is designed to enable you to integrate both supported personal and corporate email accounts with your BlackBerry 7520™ device. To begin sending and receiving emails, you must link your BlackBerry device with a supported email account using one or both of these two methods:

**BlackBerry Internet Service™** email account. This account type is for you if you don't have an existing email account or if you wish to link your ISP/POP3 accounts to your BlackBerry device. Nextel will provide you with an email account for your BlackBerry device (*Example: userid@nextel.BlackBerry.net*). Once you have set up this email account, you can then forward your ISP/POP3 emails to this account.

**Note:** If you purchased your device in a store and want to set up a new email as an *individual*, rather than with a *corporation*, use this option.

For step-by-step instructions on how to set up your email options, please see "BlackBerry Internet Service Email" on page 19.

**BlackBerry Enterprise Server®** corporate email account. This account type is for you if you use your BlackBerry device through a corporate network that employs a system administrator to manage a BlackBerry Enterprise Server within your company.

If you are a new corporate user, you must obtain a User ID and password from your system administrator. BlackBerry Enterprise Server users can activate emails over the air through **Enterprise Activation** for BlackBerry Enterprise Server software version 4.0 and up.

For step-by-step instructions on how to set up your email options, please see "BlackBerry Enterprise Server Email" on page 23.

If you want to link your BlackBerry device using both methods, it is recommended that you follow the steps in "BlackBerry Enterprise Server Email" on page 23, followed by the steps in "BlackBerry Internet Service Email" on page 19.

## **Step 7: Transfer Your Contacts**

If you are new to Nextel, you will want to transfer your contacts to your BlackBerry device. Click the Help icon > **Contacts** for more information.

If you are an existing Nextel user and are upgrading, you can transfer contacts that you have saved on your SIM card phone book to your new BlackBerry device. For more information, see “Using Your SIM Card Phone Book” on page 31 or see [www.nextel.com/blackberry](http://www.nextel.com/blackberry).

**Note:** The SIM card phone book functionality will only work with BlackBerry devices that use a 32K SIM card and the Motorola two-digit series phones (example: i90, i95, etc.)

## **View Your Personal Telephone Number and Nextel Walkie-Talkie Number**

Your Personal Telephone Number (PTN) will display as “unknown” until you receive a phone call. You can also make a call to a phone with a caller ID as another means to see your PTN.

To view your PTN, on the Home screen, scroll to Phone icon and click the trackwheel. You can also click the Options icon, click **Advanced Options**, and click **SIM Card**.

To view your Nextel Walkie-Talkie number (DC#), from the Phone icon, click the trackwheel to view the menu and click **Status**. Your Nextel Walkie-Talkie Service Number is displayed in the **My DC#** field, and your PTN is again displayed in the **My Number** field.

**Note:** Your SIM card must be inserted for your PTN and DC# to display.

Your PTN also displays on the Active Call screen during a call. Your DC# displays on the Active Call screen when you send a Call Alert or while engaged in Walkie-Talkie Calls.

## **Set a BlackBerry Device Password**

1. In the BlackBerry device options, click **Security Options**.
2. Click **General Settings**.
3. Set the **Password** field to **Enabled**.
4. Set the other security options.
5. Click the trackwheel and click **Save**.
6. Type a BlackBerry device password and click the trackwheel.
7. Retype the password and click the trackwheel.

## **Set Up Your Notification Profiles**

A notification profile is designed to alert or notify you of incoming messages or calls, appointments, task reminders, and browser content. You can create a profile that specifies:

- which sounds to use,
- what volume level of your ring to use, or
- whether to notify you if your BlackBerry device is in or out of your holster.

The BlackBerry device has six preset notifications profiles: Loud, Vibrate, Quiet, Normal, Phone Only, and Off. You can edit these preset notifications, except for the Off profile for each type of notification you receive.

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# Navigating Your BlackBerry

## Navigating Screens

Lock the BlackBerry device/keyboard	Click <b>Keyboard Lock</b> and set a password for added security
Unlock the BlackBerry device/keyboard	Double-click the trackwheel
Move the cursor vertically/horizontally	Roll the trackwheel / press  + roll the trackwheel
Return to the previous screen	Press the <b>Escape</b> button
Click an item	Highlight the item > Click the trackwheel
Select multiple items	Hold  + roll the trackwheel
Switch between programs	Hold  + press the <b>Escape</b> button
Go to the top of a screen	Press 
Go to the bottom of a screen	Press 
Turn on/off the BlackBerry device	Press 
<b>Typing and Editing</b>	
Capitalize a letter	Hold the letter
To insert a period	Press  twice
Type the alternate character on a key	Press  + the key
Insert a symbol	Press 
Insert an accented character	Hold a letter + roll the trackwheel

Select lines of text	Press  > Roll the trackwheel
Select individual characters	Hold  + roll the trackwheel
Copy selected text	Press  + click the trackwheel or click the trackwheel > Click <b>Copy</b>
Cut selected text	Press  +  or click the trackwheel > Click <b>Cut</b>
Paste selected text	Press  + click the trackwheel or click the trackwheel > Click <b>Paste</b>
Cancel a selection	Press the <b>Escape</b> button
<b>Phone Shortcuts</b>	
Open the phone screen	Press
Recall the last number dialed	Press  twice
End a call	Hold the <b>Escape</b> button
Turn on/off speakerphone during a call	Press
Change volume during a call	Roll the trackwheel
Dial a letter in a phone number	Hold  + press the letter
Call a voice mail access number	Hold
Assign speed dial to a selected contact	Hold an unassigned letter key > Click <b>OK</b>
Mute a call using a headset	Press the headset button
End a call using a headset	Hold the headset button

## Browser Shortcuts

Open the home page	Press 
Go back one page	Press the <b>Escape</b> button
Exit the browser	Hold the <b>Escape</b> button
Search for a word on a page	Press 
Open a selected link	Press 
Go down one page	Press 
Go up one page	Press 
Go to a specific web page	Press 

## Message Shortcuts

Open a selected message	Press 
Compose a new message	Press 
Reply to sender	Press 
Reply to all	Press 
Forward a message	Press 
Go to messages from next day	Press 
Go to messages from previous day	Press 
Go to the next unread message	Press 
View sent messages	Press 
View received messages	Press 
View Walkie-Talkie calls	Press 

### Calendar Shortcuts

For these shortcuts to work in Day view, in the calendar options, set the **Enable Quick Entry** field to **No**.

Go to next day, week, or month Press 

Go to the previous day, week, or month Press 

Schedule an appointment Press 

Move the cursor horizontally in Week view Hold  + roll the trackwheel

Move the cursor vertically in Month view Hold  + roll the trackwheel

### Fields

Press  to change a value in a field.

Press  to view all values available in the selected field.

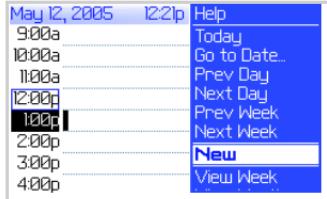
On an Options screen, you can also select an option and click the trackwheel. Click **Change Option** and click a value.

Address Book Options	
Sort By:	First Name
Confirm Delete:	Yes
Allow Duplicate Names:	Yes
Number of Entries:	6

### Menus

Click the Trackwheel to view the menu.

On the menu, click standard actions, such as **New**, **View**, **Edit**, **Delete**, **Save**, **Options** and **Help**. Additional options might appear depending upon the item you have selected.



## Status Indicators

Full battery power		Placed Call	
Low battery power		Missed call	
Charging		Received call	
Roaming		Sent message	
Home Zone		Message sending	
Receiving data		Message not sent	
Transmitting data		Read message	
Service book waiting		Unread message	
Voice mail message		Filed message	
Bluetooth radio on		Message includes attachment	
Bluetooth® radio connected		SMS message	
Number mode on		MMS message	
Shift mode on		System is busy	
Alt mode on		Location-based services	
Saved web page		Speakerphone off for Walkie-Talkie Alarm set	

## Wireless Network Coverage

You must connect to the wireless network to begin using many BlackBerry device features. To connect or disconnect from the wireless network, from the Home screen, click **Turn Wireless On/Turn Wireless Off**.

Indicators on the Home screen show the wireless coverage level for the area in which you are using your BlackBerry device. A low level of wireless coverage might limit the use of some BlackBerry device features, as shown in the chart below.

Full wireless coverage       Wireless is turned off      

No Wireless coverage       Emergency calls only      

	NXTL	NxTL	NXtl	NXTI	Nxtl	nXtl
Emergency Calls	X	X	X	X	X	X
Receive SMS Messages	X	X	X	X	X	
Phone	X	X	X	X	X	
Walkie-Talkie	X		X	X		X
Email and PIN messages	X	X				
Browser	X	X				

# Nextel Services Overview

Nextel gives you more ways than anyone  
to communicate with everyone.<sup>SM</sup>



The enhanced color display BlackBerry® 7520™, powered by Nextel® offers the capabilities of a Nextel Internet-ready phone — including Nextel Walkie-Talkie Service — along with the industry-leading BlackBerry wireless email solution. The BlackBerry® 7520™, powered by Nextel® is an advanced wireless communications device that is designed to integrate seamlessly both voice and data services which Nextel offers on the largest guaranteed all-digital network in the U.S. to give you the freedom of reliable and encrypted, nationwide access to critical information anywhere, anytime.

Your BlackBerry® 7520™, powered by Nextel® is loaded with a variety of features designed to make your life easier:

**Nextel Digital Cellular** – The BlackBerry® 7520™, powered by Nextel® uses Nextel's All-Digital National Network for digital cellular service.

Nextel Worldwide Service® enables you to use your BlackBerry device internationally in select cities with iDEN® networks. Go to [nextel.com](http://nextel.com) for coverage information. Contact Nextel Customer Care® to obtain and confirm availability and service.

**Nextel Walkie-Talkie Service** – With Nextel Walkie-Talkie Service, the long-range walkie-talkie feature, you can make and receive Walkie-Talkie calls even when network service is not available at a fraction of the cost of cellular calls.

**Nextel Web Services** – Use the browser in your BlackBerry device to access Nextel Web Services, a suite of Nextel wireless data content and Internet services that provide quick access to the information you need to get business done.

**Messaging** – Integrate your BlackBerry device with up to 10 supported third-party email accounts. Compose, send, save, search, and manage email. Use multimedia (image and audio) messaging (MMS), send and receive peer-to-peer (PIN) messages, and receive text messages (SMS).

**Bluetooth®** – Connect your BlackBerry device with other Bluetooth wireless technology-enabled devices such as a handsfree car kit or wireless headset. In some countries there may be restrictions on using Bluetooth devices. Check with your local authorities.

**Integrated Speaker** – Use the hands-free speaker while on a digital cellular or Walkie-Talkie call.

**Address Book** – Organize, categorize, customize, and maintain your contact information using Address Book. Address Book makes it convenient for you to contact those people who are important to you.

**Note:** Nextel Web Services Address Book contacts must be imported separately. See the *Address Book User's Guide* on [nextel.com](http://nextel.com).

**Calendar** – Add, edit, and delete your calendar appointments and synchronize your desktop and BlackBerry device calendars. Customize your calendar view according to day, week, agenda, or month view.

**Tasks** – Track all of your important tasks. Add, edit, delete, and mark tasks complete. Manage your time and your “to do list” while on the go.

**Customizing** – Personalize your device to meet your individual needs. Use Options and Profiles to customize your BlackBerry device. Set an alarm, lock your keyboard to prevent unintended typing, or customize notification profiles to create a set of behaviors for your BlackBerry device to use in certain situations such as meetings.

**Advanced Security** – The BlackBerry Enterprise Server uses Triple Data Encryption Standard (DES) and Advanced Encryption Standard (AES) which are designed to meet most corporate security requirements for remote email access. Triple DES and AES encryption standards are designed to provide you and your IT department with the confidence that your email is strongly encrypted.

## Contacting Customer Care

Contact Nextel Customer Care in the event that you experience trouble with your BlackBerry device or need help with domestic customer care issues, including billing issues, general service needs, or to order additional services. There are several ways to contact Customer Care:

- **From your BlackBerry device**, contact Nextel Customer Care. Just scroll to the **nextel.com** on your Home screen and click your trackwheel. From there, you can access your account balance or send an email to Customer Care.

- From your PC, visit [nextel.com](http://nextel.com) for a variety of Customer Care services. Browse for information about your BlackBerry device, Nextel phones, coverage areas, rates and other Nextel services. View and download user guides, try out our interactive virtual products and service demos, find answers to frequently asked questions, order accessories, locate service and repair centers, send a message, and more.
- For self-service on your Nextel account, go to [MyNextel](#) and choose from a variety of options: view your billing statements, pay your bill, reset your Voice Mail password and more.
- Contact us online to make changes to your account: add Nextel Web Services and other services to your BlackBerry device, change rate plans, learn about your bill, and more. Simply click [Contact Us](#) to send us an email request. Our representatives will make every effort to respond to your request within 24 hours.
- Call Customer Care at **1-800-639-6111** or dial **611** from your BlackBerry device. When overseas, contact Nextel Worldwide Customer Care for assistance, at +1-360-662-5202 (toll-free from your BlackBerry device).
- Consult the interactive demo on [nextel.com/en/support/guides](http://nextel.com/en/support/guides) for your model for more information.

## Placing an Order

### Accessories

Nextel has a variety of approved accessories to support your BlackBerry® 7520™, powered by Nextel® such as Vehicle Power Chargers, Batteries, Bluetooth Wireless Accessories, Sync/USB Data Cables, Carry Holsters, Chargers, and Hands-Free items. To order accessories go to [nextel.com](http://nextel.com) or call Nextel Nextday® Accessories at 1-800-NEXTEL6. You can also contact your Nextel Authorized Sales Representative or stop by any Nextel Store. For information on retail store locations, go to [nextel.com](http://nextel.com).

**Note:** Use only those accessories approved by RIM. Using any accessories not approved by RIM for use with your BlackBerry device might invalidate any approval or warranty applicable to your BlackBerry device and might be dangerous.

## **Nextel Services**

Contact Nextel Customer Care to order any of the services discussed in this guide, including Nextel Walkie-Talkie Service, Voice Mail, Nextel Web Services, Additional Voice Services, and much more!

## **Insurance**

For information on Direct Protect<sup>SM</sup> insurance protection for your BlackBerry® 7520™, powered by Nextel®, call 1-800-639-6111 or contact your Nextel Authorized Representative.



## **Driving Tips**

Your BlackBerry device is a great safety tool. Your BlackBerry device enables you to call for help in emergencies or alert your next appointment that you're running late. Please follow these tips when you're behind the wheel.

- Give driving your full attention.** Don't let anything interfere with your concentration.
- Assess road conditions** before making or taking a call.
- Let Voice Mail pick up** when it is inconvenient or unsafe to answer the call.
- Program your most frequently dialed numbers** into the BlackBerry device for easy dialing. Dial only when your vehicle is stopped — or have a passenger dial for you.
- Position your BlackBerry device** where it is easy to see and reach.
- Keep your eyes on the road.** Never take notes while driving.
- Consider using a hands-free accessory,** which allows you to keep both hands on the wheel when speaking, such as a Bluetooth handsfree car kit or wireless headset.
- Use the Internet capabilities on your BlackBerry device before you drive.** Web Services are not designed to be used while driving.
- Be a Good Samaritan.** Dial 9-1-1 in emergencies to report accidents, impaired or aggressive drivers, crimes or fires. It's a free call. Know your phone number so emergency services personnel can call you back if necessary.

# **Nextel Email Services**

## **BlackBerry Internet Service Email**

### **Guidelines**

- You must create an initial BlackBerry Internet Service account to begin using email on your BlackBerry device. You can create your BlackBerry Internet Service account either "Over the Air" using your BlackBerry device or from your computer.
- No additional software is needed.
- One initial BlackBerry Internet Service account per BlackBerry device may be set up.
- Once you set up your BlackBerry Internet Service account, you can add up to 10 additional supported Internet Service Provider (ISP) email accounts.

**Important:** You might choose to install the BlackBerry Desktop Software to reconcile Personal Information Management (PIM) data such as contacts, tasks and appointments. BlackBerry Desktop Software is also designed to backup and restore BlackBerry device data, load new BlackBerry device programs, and charge your BlackBerry device using your computer with the USB cable.

**Note:** Depending on your ISP or system administrator, some types of accounts or specific mail implementations might not be supported. Contact your ISP or system administrator for more information.

### **Create a New BlackBerry Internet Service Email Account from Your BlackBerry Device**

The account that you create gives you the default email address for your BlackBerry device.

1. Verify that your BlackBerry device is in an area of wireless coverage. This symbol appears on the Home screen.



2. From the Home screen, click **Internet Browser**.
3. Click **BlackBerry Email Setup**.
4. On the Sign In screen, click **Create Your Account**.

**Note:** To follow a link in the browser, click on the link and click **Get Link**.

5. Click **Continue**.
6. Review the Legal Terms and Conditions carefully and if acceptable, click **I Agree**.
7. Type your account information:
  - **User ID:** Create a personal user ID for your BlackBerry Internet Service account. This user ID will be your login name and the first part of the default email address for your BlackBerry device.
  - **Friendly name:** Create a name that you want to appear in the **From** field of the messages that you send. If you do not type a name, the email address for your BlackBerry device will be used.
  - **Password:** Create a personal login password. Passwords must contain between 4 and 16 characters, are case-sensitive, and cannot contain accented characters.
  - **Re-enter Password:** Retype your personal login password.
8. Click **Submit**.
9. Click **Done**.
10. Perform one of the following actions:
  11. To receive email on your BlackBerry device from up to ten supported accounts, click **Add Account**.
  12. To log in to your BlackBerry Internet Service account without adding other supported email accounts, click **Continue**.

## **Create a New BlackBerry Internet Service Email Account from Your Computer**

If you prefer using your computer with the web interface or you want to log in to set additional options, follow these steps:

1. Using your computer's Internet Browser, go to **nextel.com/blackberry**.
2. Click on **Access BlackBerry Internet Email Service**.
3. Click **Create New Account** from the Login page. The BlackBerry Email Account Setup page appears.
4. Type the **PIN** for the BlackBerry device for the new account.
5. Type the **IMEI** for the BlackBerry device for the new account.

**Note:** To find your PIN and IMEI, navigate to the **Options** menu and click **Status**.

6. Review the Legal Terms and Conditions carefully and if acceptable, click **I Agree**.
7. Type your account information:
  - **User ID:** Create a personal user ID for your BlackBerry Internet Service account. This user ID will be your login name and the first part of the default email address for your BlackBerry device.
  - **Friendly name:** Create a name that you want to appear in the **From** field of the messages that you send. If you do not type a name, the email address for your BlackBerry device will be used.
  - **Password:** Create a personal login password. Passwords must contain between 4 and 16 characters, are case-sensitive, and cannot contain accented characters.
  - **Re-enter Password:** Retype your personal login password.
8. Click **Submit**.
9. Click **Done**.
10. Perform one of the following actions:
  11. To receive email on your BlackBerry device from other supported accounts, click **Add Account**.
  12. To log in to your BlackBerry Internet Service account without adding other supported email accounts, click **Continue**.

## **Adding ISP/POP3 Email Accounts**

Once you have setup your BlackBerry Internet Service email account, you can add up to ten supported personal email accounts.

**Note:** Depending on your ISP or system administrator, some types of accounts or specific mail implementations might not be supported. Contact your ISP or system administrator for more information.

1. Click **Add Account**.
2. Enter your ISP email account address (*j.doe@earthlink.net*).
3. Enter your **User name** (*j.doe*).
4. Enter your **Password**. This is the same password you enter to access your ISP account directly.
5. Re-enter your **Password**.
6. Click **Submit**. Your ISP email account has now been setup.
7. Depending on the account that you select, you might be prompted for the following information:

- **Email Server:** Type the messaging and collaboration server address for your Internet service provider (for example, *mail.ispname.com*). If you do not know the address, contact your Internet service provider.
- **Port Number:** Type the appropriate port number. If you do not know the number, contact your Internet service provider.
- **Outlook Web Access URL:** Type the web address for your Microsoft Outlook account.
- **Mailbox Name:** Type the mailbox name for your Microsoft Outlook account.
- **iNotes URL:** Type the web address for your IBM Lotus Notes account.
- **Leave messages on mail server:** Clear this check box if you do not want to save messages sent to your BlackBerry device on the message server.
- **Utilize SSL:** Turn on Secure Sockets Layer encryption for retrieving messages from this account, if SSL is supported by your Internet service provider.

**Note:** If you add a corporate Microsoft Outlook or IBM Notes email account, you might be prompted to install the BlackBerry Mail Connector application on your computer. Complete the on-screen instructions.

8. Click **Submit**.
9. Check the box beside your email account and click **Done**.
10. Choose an email address that you would like to use in the **From** field when replying to messages received from your BlackBerry device email account or your ISP email account.
  - You have completed the integration of your existing ISP or external email account(s).
  - If you click **Continue**, you will enter the BlackBerry Internet Email Service.

### Mailbox Limit

Your BlackBerry Internet Service Account has a size limit. To avoid reaching the limit, delete items from your mailbox regularly or set up auto-aging rules for message deletion.

To view the available space in your mailbox or to set up auto-aging rules, login to your BlackBerry Internet Service account. Click **Manage Folders**.

In the event that you are unable to send or receive emails, your mailbox may have exceeded its limit.

## **BlackBerry Enterprise Server Email**

The BlackBerry Enterprise Server email setup option allows you to integrate your BlackBerry device with a corporate Microsoft® Outlook, IBM® Lotus Notes®, or Novel® GroupWise email account that resides on a Microsoft Exchange, IBM Lotus Domino, or Novell GroupWise email server.

To use this option, a system administrator must permit you to use the BlackBerry Enterprise Server and the available server version must support your email account type.

With BlackBerry Enterprise Server, your system administrator might set up email for your BlackBerry device on your behalf, or you might need to integrate your BlackBerry device with a supported email account yourself using the steps described in this section.

**Important:** If your system administrator does not provide an Enterprise Activation password, you will need to install the BlackBerry Desktop Software on your computer to integrate your BlackBerry device with a supported email account. Contact your system administrator for more information. Depending on your ISP or system administrator, some types of accounts or specific mail implementations might not be supported. Contact your ISP or system administrator for more information.

## **Activate the BlackBerry Device Over the Wireless Network**

**Note:** This option is for BlackBerry Enterprise Server users only.

Verify that you are in a wireless coverage area and that your BlackBerry device is connected to the wireless network.

1. From the Home screen, click **Options**.
2. Click **Enterprise Activation**.
3. Type your corporate email address and the password provided to you by your system administrator.
4. Click the trackwheel.
5. Click **Activate**.

**Important:** Do not use your BlackBerry device during Enterprise Activation. Enterprise Activation can take up to 20 minutes.

## **Verify Activation Status**

If the BlackBerry device has not yet been activated or you are upgrading your software, Enterprise Activation may appear on the Home screen. Click **Enterprise Activation** to check the activation status.

If Enterprise Activation does not appear on the Home screen, under **Options**, click **Enterprise Activation**.

## **Sending an Email**

1. From the Home screen, click the Messages icon.
2. Click **Compose Email** and click the trackwheel.
3. In the **To** field, type an email address or a contact name.

**TIP:** The CC field and the Subject field are optional.

4. Type a message.
5. Click the trackwheel.
6. Click **Send**.

**Note:** If a list of names appears as you type the name of the contact, click a name to add that contact to your message.

**Note:** If your BlackBerry device is integrated with more than one email account, choose an account in which to send the message. At the top of the message, in the **Send Using** field, press the **Space** key until the preferred email account appears.

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# Nextel Phone Services

The BlackBerry® 7520™, powered by Nextel® enables you to make and receive domestic and international phone calls, make emergency calls, and be notified of a missed call.

Your BlackBerry device uses Nextel's All-Digital National Network for digital cellular service. If you have subscribed to a Nextel voice plan, you are able to make local or long distance calls (airtime and long distance charges will apply). Your service default is International Calls Restricted. Contact Nextel Customer Care to obtain International dialing access if desired.

## Making a Phone Call

There are a variety of ways to make and receive phone calls. The options presented here are just a few suggestions to help you get started.

- from the Phone screen, click a contact and click **Call <contact>**.
- by using Speed dialing (pressing a single letter key from the Home or Phone screens)
- by using **Smart Dialing**, which allows you to place an international call without entering the local international access code.

## Ending a Phone Call

To end a phone call, press and hold the **Escape** key.

## Using the Mute Option

To mute a call, click the trackwheel. Click **Mute**. To turn mute off, click the trackwheel. Click **Turn Mute Off**.

## Receiving a Call

When you receive a new phone call you are notified (as specified in your notification profile) and a dialog box appears on the screen of your BlackBerry device prompting you to answer or ignore the call.

If you are not connected to any other phone calls and want to answer the call, click **Answer**. You are then connected to the call.

If you do not want to answer the incoming phone call, click **Ignore**. The caller is directed to your Voice Mail.

## **Making an Emergency Call**

Emergency calls can be made even if your SIM card is not inserted or if your BlackBerry device is locked. Dial **911** and you will be connected to the nearest emergency dispatch center. If you are on an active call, you must put the call on hold or end it before making an emergency call.

**Note:** The GPS feature of your BlackBerry device can help emergency personnel locate you if your BlackBerry device has adequate access to GPS satellite signals and your emergency response center is equipped to process such information. For more information, see the "About the GPS Feature" on page 47.

## **Viewing Your Message and Call Logs**

Email, PIN messages, incoming SMS messages, MMS messages, and incoming Call Alerts are always logged in the Messages application. By default, your BlackBerry device logs all calls that you place or receive on the Messages screen. You can customize Call Logging and choose which call types to display on the Messages icon.

Your phone records the last 20 phone calls and Walkie-Talkie calls placed from or received on your device. You can select whether you want the call log to display all calls, only missed calls, all calls except Walkie-Talkie calls, or none.

## **Additional Phone Features**

Nextel also offers several features available for an additional monthly or per-use fee. Visit [nextel.com](http://nextel.com) or contact Customer Care for additional information.

### **Caller ID**

Your BlackBerry device automatically displays the phone number of the person calling (unless blocked by the caller), enabling you to decide whether to take the call.

## **Call Waiting & Call Hold**

You'll never miss an important call with Call Waiting and Call Hold. Call Waiting enables you to accept a second call without losing the original connection. Use Call Hold to alternate between two conversations by 'swapping' calls. For more information on these features, refer to the Help function on the BlackBerry device.

## **Conference Calling**

With Three-Way Conference Calling, you can combine two ongoing phone calls into one conversation. For more information, refer to the Help function on the BlackBerry device.

## **Call Forwarding**

The Call Forwarding feature enables you to send unanswered calls to an alternate phone number. For information on customizing call forwarding, refer to the Help function on the BlackBerry device.

## **Nextel 411**

Nextel 411 provides friendly services for on-the-go professionals. Simply dial 411 from your BlackBerry device anywhere within a wireless coverage area in the continental United States and Hawaii for the following services:

### *Nationwide Call Completion*

Nextel 411 operators will connect you to any listing in the continental United States and Hawaii. If requested, the operator will stay on the line while connecting to the number.

White Page Listings - Request a telephone number for any person, business, or government agency in the continental United States and Hawaii. Operators can also provide address information if available.

Yellow Page Listings - Request a telephone number for a business or have a search performed by category if the specific business name is unknown.

***Driving Directions***

Nextel 411 operators are able to provide directions to reach a specific destination.

***Restaurant Reservations***

Nextel 411 operators can assist in finding a restaurant and then coordinate reservations. A Nextel 411 operator will confirm your reservation information through a return phone call.

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# Using Your Personal Information Management Items

Your Personal Information Management (PIM) Items are functions such as calendar, tasks, memos, and contacts. For your convenience, we have included instructions on how to use some basic functions in this guide. For more information, the CD included in your kit contains the complete BlackBerry 7520™ User Guide.

## Scheduling a Meeting

1. From the Home screen, click the Calendar icon and click the trackwheel.
2. Click **New**.
3. Type the meeting details.
4. If the meeting is recurring, set how frequently it should recur.
5. Click the trackwheel.
6. Click **Invite Attendee**.
7. Click a contact.
8. Click **Invite**.
9. Repeat steps 5 - 8 to add other contacts to your meeting.
10. Click the trackwheel.
11. Click **Save**.

## Creating a Task

1. From the Home screen, click the Task icon and click the trackwheel.
2. Click **New**.
3. Type the task details.
4. Set a due date for the task.
5. If the task is recurring, set how frequently it should recur.
6. Click the trackwheel.
7. Click **Save**.

## **Writing a Memo**

1. From the Home screen, click **Memos** and click the trackwheel.
2. Click **New**.
3. Type a title.
4. Type the body of the memo.
5. Click the trackwheel.
6. Click **Save**.

## **Adding a Contact**

1. From the Home screen, click **Address Book** and click the trackwheel.
2. Click **New Address**.
3. Type the contact information.
4. Click the trackwheel and click **Save**.

## **Adding a Contact from a Message, Memo, Call Log, or Web Page**

1. From a message, memo, call log, or web page, highlight the contact.
2. Click the trackwheel.
3. Click **Add to Address Book** and type any additional information.

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# Using Your SIM Card Phone Book

Your BlackBerry device uses a Subscriber Identity Module (SIM) card that contains your personal information and also holds phone book entries. A SIM card phone book is separate from your BlackBerry device address book. Addresses stored in your SIM card phone book do not appear in your BlackBerry device Address Book even though you open it from the Address Book for your BlackBerry device.

The SIM card phone book allows you to:

- move contacts stored in your SIM card phone book from one Nextel device to another.
- upload contacts from your SIM card phone book to your BlackBerry device one by one or by bulk
- download contacts from your BlackBerry device to your SIM card phone book one by one
- create, view, edit or delete SIM card contacts.

**Note:** The SIM card phone book functionality will only work with BlackBerry devices that use a 32K SIM card and the Motorola two-digit series phones (example: i90, i95, etc.)

## Adding Address Book Contacts to Your SIM Card

1. From the Home screen, click **Address Book** and click a contact.
2. Click **Copy to SIM Phone Book**.
3. On the Phone Book Entry screen, you are able to edit the new SIM phone book contact.
4. Click the trackwheel and click **Save**.

## Copying All SIM Card Contacts to Your Address Book

1. From the Home screen, click **Address Book** and click the trackwheel.
2. Click **SIM Phone Book**.
3. Click the trackwheel.
4. Click **Copy All To Address Book**.

**Note:** If you attempt to copy a SIM card contact with a phone number that matches a contact already listed in the address book, the SIM card contact is not copied.

**Note:** If you attempt to copy a SIM card contact with a name that matches a contact already listed in the address book, the SIM card contact is copied to your address book even if your address book is not set to allow duplicate names.

## **Adding a New Contact to Your SIM Card Phone Book**

1. From the Home screen, click **Address Book** and click the trackwheel.
2. Click **SIM Phone Book**.
3. Click the trackwheel.
4. Click **New**.
5. Type the contact information.
6. Click the trackwheel and click **Save**.

## **Viewing Your Software Version**

1. From the Home screen, click **Options**.
2. Click **About**.

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# Nextel Voice Mail

**Note:** If you are bringing your phone number from another carrier, we suggest you set up your Voice Mail box after the number you brought to Nextel is active on your Nextel device and your temporary phone number is deactivated. If you set up your Voice Mail box prior to this, all messages and all settings (including your greeting and password) will be lost when the number you have brought to Nextel becomes active.

## Setting Up Your Voice Mail Box

1. Using your BlackBerry device, dial your 10-digit Nextel Personal Telephone Number (PTN). For example: 7035557777.

**Note:** Your initial password defaults to the last seven digits of your phone number, for example: 5557777.

2. Follow the system instructions to:

- Create a new 4- to 7-digit password
- Record your name
- Record a greeting
- When the system says **Thank you for using Nextel Voice Mail**, your mailbox is set up.

**Note:** If you are calling from a phone other than your BlackBerry device, dial your 10-digit PTN. When you hear the greeting, press the star key (\*) to access your Voice Mail box. The system will prompt you to **Enter your password**. Enter the last seven digits of your PTN. For example: 5557777. This is your temporary password.

## Recording Your Active Greeting

With Nextel Voice Mail service there are a number of ways in which people can reach you. You may want to include one or all of the following options in your greeting so that callers will know you are available.

- Press 1 to send a numeric message.
- Press 2 to send an operator-assisted message. (This option is available only if you are a subscriber of Operator Assisted Messaging. Contact Nextel Customer Care for more information.)
- Press # to skip the greeting and record a message immediately.

## **Changing Your Password**

**Note:** If you forget your password, contact Nextel Customer Care. They will reset your password to the last seven digits of your phone number.

1. From the main Voice Mail menu, press 4 to access Personal Options.
2. Press 4 to access Personal Preferences.
3. Press 1 to modify your password.
4. Enter your new password. This password must be all numbers. It must be 4 - to 7-digits long.
5. Press \* \* to return to the main menu.

**Note:** For security purposes, it is recommended that you do not choose sequential or repeated digits like 1-2-3-4 or 5-5-5-5 for your password.

## **Receiving Voice Mail Messages**

If you have subscribed to Nextel Voice Mail, your BlackBerry device is preprogrammed with default Call Forwarding settings to forward your calls to Voice Mail when you are not available. You can also send your incoming calls to Voice Mail by clicking **Ignore** in the Incoming Call dialog box.

### **New Message Indicators**

A window displays **New Voice Mail message waiting** and the following indicator displays when you have a Voice Mail message waiting:



This indicator appears at the top of your screen along with the number of Voice Mail messages waiting.

## **Logging Into Voice Mail**

**Note:** You must receive a message before you can access Voice Mail for the first time from your BlackBerry device. (Tip: You can leave yourself a message.)

1. On the Home screen, click Phone icon.
2. Click the trackwheel to view the menu. Click **Call Voice Mail**. The first time you log into Voice Mail, your BlackBerry device will prompt you to enter the phone number to access your Voice Mail. To access your Nextel Voice Mail, enter your 10-digit phone number and click

the trackwheel. Your BlackBerry device dials your Voice Mail access number.

3. Follow the prompts to listen to your messages.

**Note:** If you have subscribed to Nextel Voice Mail and a new Voice Mail message is received, the Call Voice Mail menu option appears on the menu of all BlackBerry device applications. The **Voice Mail** indicator also appears at the top of the screen along with the number of messages waiting.

## **Automatically Dial Your Password**

To automatically dial your password when you call your Voice Mail:

1. From the Phone screen, click **Options**.
2. Click **Voice Mail**.
3. Type in your password under **Additional Numbers**.
4. Click **Save**.

## **Main Voice Mail Menu**

The main Voice Mail menu uses the following key commands:

- To play your messages — press 1 (This option plays only if you have new or saved messages.)
- To record a message — press 2
- To change your greeting — press 3
- To access your personal options — press 4

When in a submenu:

- Press \* to go to the previous menu.
- Press \*\* to go to the main Voice Mail menu.

From the main Voice Mail menu press # to exit Voice Mail.

## **Playing Voice Mail Messages**

While listening to messages, the following options are available:

- Replay previous 6 seconds — press 1
- Rewind to beginning of message — press 1 1
- Pause/continue the current message — press 2

- Fast forward 6 seconds— press 3
- Fast forward to end of message — press 3 3
- Play the date and time stamp — press 5 5

Options available while a message is playing or after it has played:

- Copy the message to another subscriber — press 6
- Delete the message — press 7
- Reply to a message — press 8
- Save the message — press 9
- Skip to the next message — press #

## **Saving and Deleting Messages**

You can save or delete a message while the message is playing or after you have finished listening to it. To save a message, press 9. To delete a message, press 7. Messages that are not saved or deleted remain in your mailbox as new messages. All messages are automatically deleted after 30 days.

## **Recovering Deleted Messages**

To retrieve deleted messages, press \* then 3. This option only applies to the current Voice Mail session. If you end the call, the messages will be permanently deleted.

## **Changing Your Voice Mail Language to Spanish**

Nextel Voice Mail settings can be heard in English or Spanish - it's your choice. Use this feature to change the language you and your callers will hear while in Voice Mail.

1. From the main Voice Mail menu, press 4 to access your personal options.
2. Press 4 again to access the language menu.
3. Follow the prompts to change your language setting to English or Spanish.

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# Nextel Walkie-Talkie Service

Nextel Walkie-Talkie Service is a powerful, long-range, digital walkie-talkie feature. It lets you instantly contact any Nextel customer in your local calling area with a simple push of a button. You can communicate with your coworkers and clients for a fraction of the cost of traditional cellular calls. With Nextel Walkie-Talkie Service, you can contact an individual or a group of people designated as a Talkgroup.

**Note:** For information about Nextel Walkie-Talkie Service coverage areas, go to [nextel.com](http://nextel.com).

## Using the Walkie-Talkie Button

During a Nextel Walkie-Talkie call, press and hold the Walkie-Talkie button when you want to speak to your contact. The BlackBerry device emits a high-pitched beep or a “chirp” when you press the Walkie-Talkie button to indicate that you are the current speaker. Release the Walkie-Talkie button when you want to listen to your contact. When you release the Walkie-Talkie button, your contact’s BlackBerry device chirps to indicate that you have finished speaking.

**TIP:** To avoid announcements from callers over your speakerphone, set your speakerphone to OFF. In the phone options, click Push To Talk. Set the Speakerphone field to Off.

## Placing Nextel Walkie-Talkie Service Calls

There are several ways to reach an individual using Nextel Walkie-Talkie Service.

- Enter the contact’s Walkie-Talkie number from the **Phone** or Home screen
- Click the contact’s Walkie-Talkie number from your **Address Book**
- Click the contact’s Walkie-Talkie number from the calls listed in the Phone screen

Whether you dial the contact’s Walkie-Talkie number directly from the phone or use a number in your Address Book, you must have the contact’s Walkie-Talkie number to use Walkie-Talkie Service.

## **From the Home Screen**

1. On the Home screen, type the Nextel Walkie-Talkie number of the person you are trying to call. Be sure to enter **Area ID\*Network ID\*Member ID**
2. Press and hold the Walkie-Talkie button at the top of your BlackBerry device. Begin talking after the phone emits a chirping sound.
3. Release the Walkie-Talkie button to listen.

## **From the Address Book**

1. From the Home screen, click **Address Book**.
2. Select a contact for which you have saved a Nextel Walkie-Talkie Number.
3. Press and hold the Walkie-Talkie button to speak. Release the Walkie-Talkie button to listen.

## **From the Phone Icon**

1. From the Home screen, click **Phone**. The Phone screen appears and displays the last 20 contacts that you called.
2. Select a contact for which you have saved a Nextel **Walkie-Talkie** Number.
3. Press and hold the Walkie-Talkie button at the top of your BlackBerry device. Begin talking after your BlackBerry device emits a chirping sound.
4. Release the Walkie-Talkie button to listen.

## **Using Applications While On a Call**

While you are on an Active call, you can still use other applications.

1. On an Active Call screen, click the trackwheel.
2. Click Home screen to go to the Home screen.
3. To return to the active call screen, from the Home screen, click **Phone**.

**Note:** While you are on an active phone call, you are able to receive SMS messages. If you are on an active Walkie-Talkie call, you cannot receive data or SMS messages.

## Finding Your Walkie-Talkie Number

1. Click the trackwheel while in the Phone screen.
2. Click **Status**. Your Walkie-Talkie number appears in the format:  
**AreaID\*NetworkID\*MemberID**.

**Note:** Your Walkie-Talkie number is also known as your DC#.

## Receiving Nextel Walkie-Talkie Service Calls

When you receive a new Walkie-Talkie Call, you are notified (as specified in your notification profile). The active call screen appears and displays **Push to Talk** at the top of the screen and **In Use** in the middle of the screen.

**Note:** If you are composing an email or PIN message or are using another BlackBerry device application when you receive a Nextel Walkie-Talkie Service call, the action is interrupted by the call. When the call is disconnected, you return to the last application that you were using before you received the call.

## Using Your Call Alert

A Call Alert is a discreet method to notify recipients that you would like to talk with them using Walkie-Talkie Service. When you send an alert, the recipient will receive a series of beeps and your name or Nextel Walkie-Talkie number will appear on the recipient's display. If the recipient is on a phone call or transmitting data, you are notified with a return message indicating the user is unavailable.

To send a Call Alert:

1. From the Phone screen, type a Walkie-Talkie number.  
**(AreaID\*NetworkID\*MemberID)** or select a Walkie-Talkie number from your contact list.
2. Roll the trackwheel and click **Alert**.
3. A dialog screen appears. Press the Walkie-Talkie Button.

## **Placing Talkgroup Calls**

In aTalkgroup call, you can communicate instantly with a group of people that you have previously set up as a Talkgroup. A Talkgroup is a predefined group that has been provisioned by Nextel or an account administrator. To make or receive a group call, you must be a member of the Talkgroup and your service provider must support group calls.

Talkgroups are limited by network (fleet) and local markets. They can accommodate groups up to 100 members in the local market.

Before you can make or receive Talkgroup calls, a Talkgroup must be established. After the Talkgroup is established, you must join the Talkgroup. For more information, call Customer Care at 800-639-6111.

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# Nextel Web Services



With Nextel Web Services (NWS), staying informed and keeping in touch has never been easier. Nextel Web Services uses the browser on your BlackBerry® 7520™, powered by Nextel® to provide real-time wireless Web access to the information and services relevant to your everyday life. Use your BlackBerry device to obtain driving directions, check weather and news updates, shop, or even view and trade on the latest stock quotes from Wall Street. Access the specific information you need to get business done...easily...wirelessly!

\* NWS is available in the continental United States.

## Accessing NWS Web Sites

1. From the Home screen, click **Nextel Online/Nextel Web Services**. The startup screen (or home page) appears.
2. Click the desired link and click the trackwheel to view the menu. Click **Go To** to get to the link.

**Note:** You can click the trackwheel once to see the menu or press and hold the trackwheel to follow the link. If the link is a radio button, you only need to click it to follow the link and no menu appears. To go back one screen at a time press the escape button which is located just below the trackwheel on the side of the device.

Access information from selected Web sites that fit your business and personal needs. Nextel will periodically add Web sites with new information. Therefore, content and content providers may change frequently. As new sites are added, they will automatically appear under the appropriate NWS category links. Visit "What's New" on your NWS home page often, for details on new and featured sites. Categories currently include the following:

**What's New:** Stay informed about new web sites, favorite picks, and special customer messages every month.

**Business Sites:** Contains content and services designed to meet the general business and office needs such as package shipping and tracking, and online document management.

**News:** Details world, international, local (for some areas), and industry-specific headlines and full-text news stories.

**Finance:** Provides access to delayed and real-time stock quotes, investment and research services, as well as mutual fund and brokerage houses.

**Weather/Traffic:** Provides access to local weather conditions and forecasts, and latest traffic conditions.

**Travel:** Provides travel-related information and services such as flight schedules, flight status, and itineraries.

**Sports:** Get the latest sports scores, news, stats, schedules, and fantasy league updates. Check back often to get information on or participate in special seasonal events and activities.

**Marketplace:** Shop various online stores with your BlackBerry device. Search for product information and reviews. Evaluate, compare and purchase business and personal merchandise such as books, software, electronics, construction tools, and equipment.

**Entertainment:** Enables wireless access to entertainment activities and leisure information. Services include online wireless ticket purchase, dining reviews, event locations and listings, as well as movie reviews and listings.

**Portals:** Access centralized content and information services from Microsoft and AOL. Microsoft's MSN Mobile offers wireless access to an existing MSN Hotmail account as well as a broad range of news, weather, sports, entertainment, directory, and finance information from MSNBC, Yellow Pages, ESPN, MoneyCentral, Expedia, MSN Weather, and more. AOL Mobile Service provides access to AOL Mail, news, driving directions, and local event and entertainment information from America Online's local services.

**Search:** Access location-specific business and personal directories as well as contact information and driving directions. Find city-specific music, arts, sports and family events and purchase admission for those events wirelessly. Some Wireless Data Service plans offer access to Google, a wirelessly enabled (WAP-enabled) search engine. Use Google to search the entire Web or just those sites that are optimized for wireless devices.

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# **PIN and SMS Messaging**

## **About PIN Messages**

A Personal Identification Number (PIN) uniquely identifies each BlackBerry device on the network. If you know the PIN of another BlackBerry device user, you can send a PIN message to that person.

PIN messages are not routed through email accounts so you do not need an email address to send a PIN message.

When your PIN message is delivered to the recipient, in the messages list, a **D** appears with a check mark beside the PIN message.

To find your PIN, from the **Home** screen, click Options. Click **Status**.

## **Sending a PIN Message**

1. From the **Home** screen, click **Messages**. Click the trackwheel.
2. Click **Compose PIN**.
3. In the **To** field, type a PIN or a contact name.
4. Type a message.
5. Click the trackwheel.
6. Click **Send**.

## **About SMS Messages**

SMS is the abbreviation for "Short Message Service". In short it is a means to send a text message via the cellular network to a cell phone. The message has a limitation of 160 characters.

## **Open SMS messages**

An unopened SMS message appears in the messages list with a closed italic envelope icon. After you open the message, the closed italic envelope changes to an open italic envelope.

# Multimedia Messaging Service

Multimedia Messaging Service (MMS) enables you to both send and receive image and audio messages that include picture files, vcard, vCalendar, and more! You can send and receive these messages from your BlackBerry device, through supported email accounts integrated with your BlackBerry device, and from nextel.com.

MMS enables you to send messages that contain JPEG, GIF, animated GIF, WBMP, PNG, text, vcard, vCalendar, SMIL, and single channel MIDI ring tones.

Your MMS address for your BlackBerry device is your **PTN@messaging.nextel.com**. Your PTN is your Nextel 10-digit Personal Telephone Number.

**Note:** Your BlackBerry device supports intercarrier Multimedia Messaging. You can now send and receive messages to other wireless service providers.

## Sending an MMS Message

You can create and send a message from **Messages**, **Address Book**, **Phone**, **Pictures**, **Browser**, or **Calendar** programs.

1. In the browser or pictures list, click an image and click **Open**. In the calendar, click an appointment.
2. Click **Send As MMS**.
3. Click contact name or click **New Address**.
4. Type a subject and message.
5. Click the trackwheel.
6. Click **Send**.

## Manage MMS Message Attachments

1. In an open message, click an image (JPEG, GIF, animated GIF, WBMP, PNG) or a vCalendar or vCard attachment.
2. Click the trackwheel and click **Save Image** to save the image or click the trackwheel and click **View Appointment**, or click the trackwheel and click **Add to Calendar**.
3. Click the trackwheel and click **Save**.

## **Manage MMS messages**

1. Open a message.
2. Click the trackwheel.
3. Click one of the following menu items:
  - **Save**
  - **Reply**
  - **Forward**
  - **Reply to All**
  - **Delete**

**Note:** When you reply to an MMS message, the previous message is not included.

**Note:** You cannot edit the content of an MMS message that you forward.

## **Sending a Picture with an MMS Message**

### **From an MMS Message Subject Line or Message Body**

1. Click the trackwheel.
2. Click **Attach Picture**. You can attach multiple pictures just by re-clicking **Attach Picture**.
3. Using the trackwheel, click on the picture you wish to attach.
4. Click the trackwheel.
5. The picture is inserted in the message body.
6. Click the trackwheel and click **Send** to send the message.

### **From the Pictures Screen**

1. Click the trackwheel.
2. Click the picture you want to send and click the trackwheel.
3. Click **Send as MMS**.
4. Click the appropriate contact from the contact list and click the trackwheel.
5. Click on the phone number or email address.
6. Type a subject for the message.
7. Type your message.
8. Click the trackwheel and click **Send**.

## **Attaching an Address to an MMS Message**

From the subject line or text body of an MMS Message:

1. Click the trackwheel.
2. Click **Attach Address** (vCard). You can attach multiple addresses by clicking **Attach Address** again.
3. Using the trackwheel, click on the contact you wish to attach.
4. Click the trackwheel.
5. Click **Continue**.
6. Click the trackwheel.
7. Click **Send**.

## **Attaching an Appointment to a Message**

From the subject line or text body of an MMS Message:

1. Click the trackwheel.
2. Click **Attach Appointment** (vCalendar). You can attach multiple appointments by clicking **Attach Appointment** again.
3. Using the trackwheel, click on the appointment you wish to add.
4. Click the trackwheel.
5. Click **Continue**.
6. Click the trackwheel.
7. Click **Send**.

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# About the GPS Feature

Your BlackBerry device is equipped with a Global Positioning System (GPS) feature. This feature uses information from GPS satellites orbiting the earth to determine the approximate geographical location of your device (latitude and longitude).

When you make a 911 emergency call, the GPS feature of your BlackBerry device can help emergency personnel locate you. Your device must have adequate access to GPS satellite signals and your emergency response center must be equipped to process such information.

## **Your GPS Location When Dialing 911**

When you make an emergency 911 call, the GPS feature of your BlackBerry device is designed to automatically begin to seek information to calculate your approximate location. It may take 30 seconds or more to determine the approximate location even if your BlackBerry device has good access to sufficient GPS satellite signals and network assist data. This time will increase where there is reduced access to satellite signals. When your approximate location is determined, it is made available to the appropriate emergency response center.

**In some cases, your local 911 emergency response center may not be equipped to receive GPS location information.** For this reason, and because the GPS location information reported is only approximate or may not be available in your location, **always report your location to the 911 operator** when making an emergency call.

**Note:** If you are concerned about whether your local 911 emergency response center is equipped to receive GPS location information, contact your local authorities using a non-emergency number.

In general, if your BlackBerry device has access to signals from more GPS satellites, your location will be determined faster and more accurately than if your BlackBerry device has access to signals from fewer GPS satellites.

If your BlackBerry device does not have adequate access to GPS satellites signals, the location of the nearest cell tower in contact with your device is automatically made available to the emergency response center.

## **Enhancing GPS Performance**

Sometimes the GPS feature of your BlackBerry device may be unable to complete a location calculation successfully. If this happens when you are trying to view your location on the device's display, you will see a message indicating that your device cannot access satellites.

To improve accuracy and increase your chances of a successful calculation, do the following:

- **Stay in the open**
- **Extend your BlackBerry device antenna**
- **Hold your BlackBerry device to enhance reception**
- **Stand still**
- **If you are stopped in your car, position your BlackBerry device near a window**
- **Stay in network coverage.**

## **IMPORTANT: Things to Keep in Mind**

The availability, accuracy, and the amount of time that it takes to calculate your location will vary depending on the environment in which you are using the GPS feature. For example, GPS location fixes are often difficult to obtain indoors, in covered locations, between high buildings, or in other situations where you have not established a clear broad view of the sky.

Even where location information can be calculated in such situations, it may take much longer to do so, and your location estimate may not be as accurate. Therefore, in any 911 call, always report the location to the emergency response center if you can and if you cannot, remain on the phone call for as long as the emergency response center instructs you.

Even where adequate signals from multiple satellites are available, your GPS feature will only provide an approximate location, often within 150 feet (45 meters) but sometimes much further from your actual location. Advice on how to improve GPS performance is provided in "Your GPS Location When Dialing 911" on page 47.

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# Using Bluetooth® Technology

Bluetooth is a radio technology that enables you to connect your BlackBerry device to another Bluetooth-enabled device, for example a headset, a keyboard, or even some newer models of cars. Bluetooth technology pairs these devices, without wires, over a short distance (approximately 30 feet).

**Note:** For more information, see the instructional materials for your BlackBerry device.

## Turning On Your Bluetooth Radio

1. To turn on the Bluetooth radio, from the Home screen, click **Options**, click **Bluetooth**.
2. Click the trackwheel.
3. Click **Enable Bluetooth**.

## Turning Off Your Bluetooth Radio

1. To turn off the Bluetooth radio, from the Home screen, click **Options**, click **Bluetooth**.
2. Click the trackwheel.
3. Click **Disable Bluetooth**.

## Pairing with another Bluetooth-enabled Device

1. From the Home screen, click **Options**, click **Bluetooth**.
2. Click the trackwheel.
3. Click **Add Device**.
4. Click the name of a Bluetooth-enabled device.
5. Type a passkey in the **Enter passkey for <device name>** field.
6. Type the same passkey on the Bluetooth-enabled device to which you are pairing.

**Note:** Verify that the Bluetooth-enabled device that you want to pair with is in the correct mode for pairing.

**Note:** The names of Bluetooth-enabled devices with which you have already paired appear in the list of paired Bluetooth-enabled devices. They do not appear in the list of Bluetooth-enabled devices that appears when you click **Add Device**.

# Third-party Applications

New applications are regularly launched by our community of third-party developers, ensuring the most current assortment of applications for all of your business and entertainment needs. Visit [nextel.com](http://nextel.com) for the most current information on third-party applications.

## Vertical Applications

A vertical application is a program that supports a specific industry process. Vertical Applications or Industry-based Solutions are targeted business applications specifically designed to maximize productivity and suited to how you operate, for example delivering time-sensitive information both to and from the field.

## Horizontal Applications

A horizontal application is a program common to different business processes, e.g. office automation. Nextel offers a range of horizontal applications to assist you in your business and personal activities.

## Java Applications

Customize and enhance your BlackBerry device with robust wireless applications based on the Java™ 2 Platform, Micro Edition (J2ME™). Download a variety of business tools to streamline your mobile professional needs and increase productivity. You can also select from a variety of entertainment applications and games designed especially for your BlackBerry® 7520™, powered by Nextel®.

**Note:** Prior to subscribing to or implementing any third-party products or services, it is your responsibility to ensure that the airtime service provider you are working with has agreed to support all the features of the third-party products and services. Installation and use of third-party products and services with RIM products and services may require one or more patent, trademark or copyright licenses in order to avoid infringement of the intellectual property rights of others. You are solely responsible for determining whether such third-party licenses are required and are responsible for acquiring any such licenses. To the extent that such intellectual property licenses may be required, RIM expressly recommends that you do not install or use these products and services until all such applicable licenses have been acquired by you or on your behalf. Your use of third-party software shall be governed by and subject to you agreeing to the terms of separate software licenses, if any, for those products or services. Any third-party products or services that are provided with RIM products and services are provided "as is". RIM makes no representation, warranty or guarantee whatsoever in relation to the third-party products or services and RIM assumes no liability whatsoever in relation to the third-party products and services even if RIM has been advised of the possibility of such damages or can anticipate such damages.

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# Other Important Information

## Nextel National Network General Terms and Conditions

**IT IS IMPORTANT THAT YOU READ THIS ENTIRE AGREEMENT CAREFULLY.** This wireless service agreement (the "Agreement"), consisting of these Nextel National Network General Terms and Conditions and the Plan Information is an agreement between you individually or, if a business, your business entity or corporation ("Customer"), and the Sprint Nextel Corporation local operating affiliate authorized to provide service in the geographic region in which Customer's billing address is located ("Sprint"). Customer represents that (1) he or she is at least 18 years of age and is legally competent to enter into this Agreement; (2) if acting on behalf of an entity, he or she is fully authorized to bind the entity; (3) if acting on behalf of a corporation, the execution of this Agreement has been authorized by all necessary corporate actions. These services may include, but are not limited to, wireless calling, Direct Connect® walkie-talkie services, Nationwide Direct Connect® walkie-talkie services, Group Connect® walkie-talkie services, "Wireless Data Services" (including, but not limited to, wireless web services, email services, text messaging, multimedia messaging and other mobile messaging services), and other related services and features. Together, the services selected by Customer make up Customer's "Service Plan" and are collectively referred to in this Agreement as the "Service" provided to Customer. Service is accessible to Customer through the telephone, data, email or messaging code or number(s) or email address(es) (collectively, the "Number(s)") assigned to Customer's account. This Agreement also governs the purchase and or use of Customer's cellular phone ("Phone"), BlackBerry®, radio equipment and all other related equipment or devices and the software applications loaded on any of the same used in connection with the Service ("Equipment"). This Agreement governs the entire relationship between Customer and Sprint regarding Equipment or Services using the Nextel National Network, provided that should there be any conflict between this Agreement and the terms and conditions of the current Service Agreement or Subscriber Agreement or other agreement between Customer and either Sprint or Nextel Communications, Inc. (including any of its subsidiaries or affiliates) ("Nextel") regarding the Equipment or Services using the Nextel National Network, the terms and conditions of the current Service Agreement or Subscriber Agreement or other agreement will control. In any case, separate terms apply for any Equipment or Services using the Sprint

PCS National Network. Customer acknowledges receipt of detailed information ("Plan Information") for each Service selected by Customer. **ALL PLAN INFORMATION IS MADE PART OF THIS AGREEMENT AND SHOULD BE CAREFULLY REVIEWED BY CUSTOMER.** If Plan Information conflicts with this Agreement, this Agreement shall govern. **IN CONSIDERATION OF THE PAYMENTS AND THE MUTUAL COVENANTS AND CONDITIONS SET FORTH IN THIS AGREEMENT, SPRINT AND CUSTOMER AGREE AS FOLLOWS:**

**1.ACCEPTANCE OF THIS AGREEMENT** - Customer will have accepted and be bound by this Agreement if Customer (1) provides Sprint with a written or electronic signature; (2) otherwise indicates electronically that Customer accepts; or (3) activates Service through the Equipment.

*Creditworthiness of Customer* - Customer must complete a credit application ("Credit Application") before Service may be provided to Customer. **THIS AGREEMENT SHALL NOT BE EFFECTIVE UNTIL SPRINT APPROVES CUSTOMER'S CREDIT APPLICATION AND OTHERWISE ACCEPTS THE AGREEMENT.** Customer acknowledges that Sprint will rely on the credit information furnished by Customer ("Credit Information") and Customer's credit history to determine whether to provide Service to Customer. Customer consents to Sprint's requests for and verification of Customer's bank references and authorizes Sprint to assess Customer's creditworthiness from time to time by contacting standard commercial credit reference services. Customer represents and warrants that all Credit Information is current, complete and accurate. Sprint may require Customer to update its Credit Information from time to time, and Customer agrees to notify Sprint immediately of any change to its Credit Information. **SPRINT MAY, AT ANY TIME, TERMINATE THE SERVICE OF ANY CUSTOMER THAT DOES NOT PROVIDE CURRENT, COMPLETE AND ACCURATE CREDIT INFORMATION.** Sprint may, at any time in its sole discretion, place restrictions on Customer's use of Service, including but not limited to, a limitation on the amount of charges Customer may incur with respect to any Number. In this event, Sprint shall provide reasonable notice to Customer. Customer acknowledges that Sprint may provide Customer's payment history and other billing/charge information regarding the Service or Equipment to any credit reporting agency or industry clearinghouse.

*Deposits* - Sprint may, at any time in its sole discretion, require a deposit ("Deposit") from Customer to be held as a guarantee of payment. Customer grants to Sprint a security interest in any Deposit to secure all current or future amounts owed to Sprint. The Deposit may be mixed with other funds and will not earn interest, except as required by applicable law. Customer may not use the Deposit to pay Customer's bills or to extend payment. Sprint may, at any time, determine that

Customer's Deposit is insufficient and, upon notice to Customer, require an increase in the Deposit to the extent permitted by law. In this event, Customer must either furnish the increased Deposit to Sprint within a reasonable time of its receipt of notice or terminate the Agreement during this period without incurring any liability for early termination. If Customer does not furnish Sprint with the increased Deposit amount or terminate the Agreement and pay to Sprint all amounts Customer owes to Sprint in a timely manner, Sprint may terminate the Agreement and Customer shall be liable to Sprint for early termination in accordance with Section 7 below. Sprint will apply the Deposit against any amount owed to Sprint at the end of the first billing cycle following the date that is one year from when Sprint received the deposit ("Application Date"), or, if earlier, upon termination of the Agreement or such other time as required by law. Sprint will return the Deposit (or any remaining balance) to Customer within ninety (90) days (or such shorter period as may be required by law) after termination of the Agreement. After the Application Date and upon Customer's request, Sprint will return to Customer within thirty (30) days of such request any balance remaining on the Deposit. Deposits will be returned to Customer, in whole or in part, at Customer's last known address. If required by law, Sprint will forward to appropriate state authorities any remaining balance that the postal service is unable to deliver to Customer.

**2.AGREEMENT TERM** - The term of this Agreement for each Number has been provided to the Customer and shall begin on the date Customer accepts the Agreement in accordance with Section 1 above, and, except as provided elsewhere in this Agreement, shall end thirty (30) days after either Sprint or Customer gives notice of its intent to terminate. Customer may be required to commit to a fixed one or two-year minimum term ("Minimum Term"), depending on: (1) the Service Plan or Service features selected; (2) the Equipment purchase price paid by Customer; or (3) Customer's participation in a promotion.

CUSTOMER MAY ALSO BE REQUIRED TO COMMIT TO A NEW MINIMUM TERM IF CUSTOMER CHANGES SERVICE PLANS OR UPGRADES EQUIPMENT DURING ANY EXISTING TERM OR MINIMUM TERM. IF CUSTOMER IS SUBJECT TO A MINIMUM TERM, CUSTOMER SHALL PURCHASE SERVICE FOR THE FULL TERM AND, UNLESS OTHERWISE PROVIDED IN THIS AGREEMENT, PAY DAMAGES TO SPRINT (AS DISCUSSED IN SECTION 7 BELOW) IF THE AGREEMENT IS TERMINATED BEFORE COMPLETION OF THE MINIMUM TERM. Customer will not be liable to Sprint for early termination if service is terminated under the applicable return policy. Information about Sprint's return policy, if applicable, will be made available to Customer at the place of sale and will become a part of this Agreement. Sprint may extend the Minimum Term by any period of time during which Service was suspended to Customer or during time on a

seasonal Service Plan. Upon completion of the term, this Agreement shall automatically renew on a month-to-month basis. Sprint may, in its sole discretion, decide not to renew this Agreement at any time before completion of the term or any renewal period.

**3.CHANGES TO AGREEMENT - SUBJECT TO APPLICABLE LAW,**  
**SPRINT MAY, AT ANY TIME IN ITS SOLE DISCRETION, MODIFY ANY**  
**OF THE TERMS AND CONDITIONS OF THIS AGREEMENT,**  
**INCLUDING BUT NOT LIMITED TO THE RATES IT CHARGES TO**  
**CUSTOMER. SPRINT WILL PROVIDE ADVANCE WRITTEN NOTICE**  
**TO CUSTOMER OF ANY MATERIAL MODIFICATION.** Such notice  
may be provided in the form of a letter, postcard, separate invoice insert,  
message printed on the monthly invoice, text message, or other printed  
or electronic form. If the modification is material and adverse to  
Customer (e.g., the modification increases the monthly Service Plan  
rates charged to Customer or decreases the number of minutes included  
in the Customer's monthly Service Plan) and Customer does not agree  
to accept the modification, Customer may terminate this Agreement and  
not owe Sprint invoice charges resulting from the Sprint material  
modification or an early termination fee by notifying Sprint within sixty  
(60) calendar days after the effective date of the modification. The  
effective date of the modification will be set forth in the written notice  
provided to Customer. Final invoicing and charges following termination  
shall be calculated and finalized in accordance with Sections 7 and 8 of  
this Agreement. If Customer does not terminate the Agreement during  
the sixty (60) day period, Customer will have agreed to accept the  
modification and the modification shall have retroactive effect to its  
effective date.

**4.USE OF SERVICE OR EQUIPMENT -** Customer shall not use the  
Service or the Equipment in any unlawful manner (including, but not  
limited to, use in any aircraft or motor vehicle where prohibited by law,  
ordinance, or regulation), or in a manner that may be abusive, harassing,  
threatening or fraudulent. Customer is solely responsible for all content  
transmitted using the Service or the Equipment and shall not use the  
Service or Equipment to communicate any (1) harassing, threatening,  
defamatory, pornographic or obscene messages; (2) unsolicited  
commercial messages; or (3) unsolicited commercial and/or bulk text or  
SMS messages. Customer shall not use the Service or Equipment in a  
manner that could result in damage or risk to the business, reputation,  
properties, or services of Sprint or to Sprint's or Nextel's subscribers,  
third parties or to the public generally. Accordingly, by way of example,  
Customer shall not attempt to gain unauthorized access to the Service or  
any account on the Service, use the Service to infringe the copyright of  
another, or upload or transmit any "virus", "worm" or other malicious

code. Customer shall not modify, disassemble, deinstall or alter the Equipment in any manner, except in accordance with the use instructions accompanying the Equipment. Customer may not resell or lease the Service or the Equipment to any other person or party.

***Change in Service/Number*** - Any change in the Service or the Equipment may require additional programming or Equipment or changes to Numbers assigned to Customer. Customer may be assessed a programming fee in connection with any change requested by Customer. Sprint may, at any time, change or remove any Number assigned to Customer when such change is reasonably necessary in the conduct of Sprint's business. Customer acknowledges that Customer has no proprietary or ownership rights or interest in Customer's Number(s) and cannot acquire such rights or interest through usage, publication or otherwise. Customer may not assign its Number to any other Equipment and shall not program any other Number into its Equipment. If wireless number portability becomes available in Customer's Service Area, Customer may request that its Phone number(s) be ported to another service provider. Upon such request, all amounts then owed to Sprint (including damages for early termination and any amounts that appear on the final invoice) shall become immediately due and payable, and Customer's failure to provide timely payment to Sprint could delay Sprint's facilitation of Customer's request.

**5. WIRELESS DATA SERVICES** - Wireless Data Services consist of applications such as email, data, information and other wireless Internet services ("Online Applications"). Customer acknowledges that no guarantee or assurance exists that the Online Applications will be compatible, or, if currently compatible, will continue to be compatible, with Sprint's network or with Customer's Equipment or Service. Sprint does not endorse any Online Application, even if currently compatible with Sprint's network or with Customer's Equipment or Service. Sprint may, at any time in its sole discretion, disable or discontinue any Online Application for any reason. Use of Wireless Data Services requires Internet compatible Equipment, and is subject to applicable storage, memory or other Equipment limitations. Only certain Internet sites may be accessed by Customer, and certain Wireless Data Services may not be available in all areas where Service is provided.

***Content*** - Customer may, from time to time, access through Wireless Data Services statements, opinions, graphics, photos, music, services and other information ("Content"), including Content provided by third parties. Customer acknowledges that Sprint offers no guarantee or assurance regarding the accuracy, completeness, appropriateness or utility of the Content. Customer also acknowledges that Sprint does not publish and is in no way responsible for any Content that is provided by third parties. Customer also may establish contact with third parties

through Wireless Data Services. Sprint is not responsible for the actions of third parties contacted by Customer, whether such contact was initiated by Customer or was brought about through an embedded link on the Equipment. Content providers and others have copyright and other proprietary interests in certain Content. Customer shall not, and will not permit others, to reverse engineer, reproduce, broadcast, distribute, sell, publish, commercially exploit or otherwise disseminate any Content in any manner without the prior written consent of Sprint, the Content providers, or others with proprietary interests in such Content, as applicable. Customer's use of the Content is strictly limited to the Customer's own use solely in connection with the Equipment. Customer will be required to cease using the Content if Customer fails to comply with this Section 5 or any part of this Agreement.

**Network Security** - Sprint may take any action that it deems necessary to (1) protect its network, its rights or the rights of its customers and third parties; or (2) optimize or improve its network, its Services and the Equipment. Customer acknowledges that such action may include, without limitation, employing methods, technologies, or procedures to filter or block messages sent through Wireless Data Services. Sprint may, in its sole and absolute discretion, at any time, filter "spam" or prevent "hacking," "viruses" or other potential harms without regard to any Customer preference.

**Application Support** - Sprint is often not the developer of Online Applications that are accessible through Wireless Data Services. Therefore, if Customer contacts Sprint's Customer Service department regarding use of an Online Application, Customer may be referred to the customer service department of the developer of the Online Application, and Sprint shall not be obligated to support any such Online Application.

**6. SERVICE AVAILABILITY** - Service is generally available to Customer when Customer is within the operating range of the Nextel National Network or within the range of a provider with which Sprint has a reciprocal service arrangement ("Service Area"). Customer acknowledges that any map, diagram or other illustration of Customer's Service Area is only an estimate and actual service coverage may vary. **CUSTOMER'S SERVICE AREA IS SUBJECT TO CHANGE AT ANY TIME IN SPRINT'S SOLE DISCRETION.** Service quality and availability within Customer's Service Area is also affected by conditions Sprint does not control, including the Equipment, problems associated with interconnecting carriers, power failures, "viruses", obstructions such as buildings or trees, tunnels, atmospheric, geographic or topographical conditions and other conditions. Service also may be limited or temporarily unavailable due to system capacity limitations or system repairs or modifications. Sprint also may be required during public safety emergencies or when system capacity is otherwise limited to limit access

to the Nextel National Network for those customers that are not then using the Service and connected to the network in order to facilitate communications by public safety organizations such as police and fire departments. In this event, customers that have priority access Service as part of their Service Plan will be given access to the Nextel National Network before Sprint's non-priority access customers. Sprint will not complete calls to 900, 976 or similar numbers for pay-per-call services. Caller identification information may not be available for all incoming calls. International calling may be blocked.

**7.RATES AND CHARGES** - Customer shall pay in full all charges for Services provided under this Agreement and any Service Plan that becomes part of this Agreement, including monthly service charges, usage charges, taxes, assessments and any additional fees or charges imposed on Customer or on Sprint and associated with the Service or the Equipment. Customer is responsible for all charges or purchases associated with Customer's Number and Equipment whether or not Customer was the user of the Service or authorized its use. If Customer fails to pay any amounts when due under this Agreement, Customer shall be in default and Sprint shall be entitled to exercise any remedies available to it under this Agreement or at law or in equity.

***Service Charges*** - Customer shall pay all charges for Services selected by Customer as part of Customer's Service Plan, and any additional Services selected by Customer. Customer's Service Plan will be offered at the rates and subject to the conditions set forth in the Service Plan Information provided to Customer at the time of sale. CUSTOMER'S SERVICE PLAN INFORMATION SHALL BE CONSIDERED PART OF THIS AGREEMENT. Rates charged to Customer include monthly access charges and may include activation and other fees associated with features such as voicemail and caller identification. Monthly access charges shall begin once Customer's Service is activated, which may occur before Customer receives the Equipment.

***Usage Charges*** - Depending on the Service Plan selected, Customer may incur usage charges for Services such as: wireless calling, Direct Connect®, Nationwide Direct Connect®, Group Connect®, Wireless Data Services and other Services that may be offered from time to time. Usage charges may vary depending on how, where and when Customer uses the Service. Customer may be assessed long distance charges (including international calling) or other charges for "toll-free" calls to 800, 866, 877, 888 and other toll-free numbers. Customer also may be charged for the use of special Services such as 411 services, operator-assisted calls or call-forwarding. Airtime charges will be assessed for the entire period during which a call or Direct Connect® transmission is connected to the Nextel National Network. A wireless call connection

begins approximately when Customer presses the button to initiate an outgoing call or the phone starts ringing for an incoming call and ends approximately when the first party terminates the call. Customer shall be responsible for all charges for incoming and outgoing wireless calls that are answered. A Direct Connect® or Group Connect® transmission occurs approximately when Customer presses the button to initiate a transmission and ends approximately six (6) seconds after completion of a communication (i.e., when Customer or another participant releases the button) to which no participant responds. Customer initiates a new Direct Connect® or Group Connect® transmission if Customer responds more than six (6) seconds after the other participant completes a communication. Nationwide Direct Connect® calls use the Direct Connect® minutes in Customer's plan and incur an additional access charge. Airtime charges for Direct Connect® or Group Connect® transmissions or Nationwide Direct Connect® access are charged to the customer that initiates the transmission and, unless a rate plan includes unlimited transmissions or access, are calculated by multiplying the duration of the transmission (including the six (6) second period referred to above) by the applicable rate and the number of participants. Customer will not be charged for sending or receiving call alert transmissions ("Call Alerts"), but will be deemed to have initiated a new Direct Connect® transmission if Customer responds to a Call Alert, even if Customer responds within six (6) seconds of receiving the Call Alert. Text and numeric messaging will be charged on a per message basis; however, Customer may elect to purchase a certain number of messages for a fixed monthly price. Any messages in excess of Customer's allotted messages will be charged at the per message rate. Depending on the plan, Customer may be charged on a per kilobyte basis (one megabyte equals 1024 kilobytes and one kilobyte equals 1024 bytes), for Customer's use of Wireless Data Services. Kilobytes may be used for, without limitation, browsing the Internet, accessing Wireless Data Services and for reading, sending and responding to email. Airtime minutes allotted to Customer under Customer's wireless calling plan may be used in connection with certain Wireless Data Services. **CUSTOMERS ARE CHARGED AT LEAST ONE (1) MINUTE OF AIRTIME FOR ALL WIRELESS CALLS AND AT LEAST SIX (6) SECONDS OF AIRTIME FOR ALL DIRECT CONNECT® TRANSMISSIONS, REGARDLESS OF LENGTH. AFTER THE INITIAL MINUTE, AIRTIME CHARGES FOR WIRELESS CALLING ARE ROUNDED-UP AND BILLED TO THE NEXT SECOND OR TO THE NEXT MINUTE, DEPENDING ON CUSTOMER'S SERVICE PLAN.**

AFTER SIX (6) SECONDS, DIRECT CONNECT® TRANSMISSIONS ARE ROUNDED-UP AND BILLED TO THE NEXT SECOND. DATA USAGE FOR WIRELESS DATA SERVICES IS ROUNDED TO THE NEAREST ONE-TENTH (1/10) OF A KILOBYTE.

***Taxes, Fees and Assessments*** - Customer shall pay all federal, state, and local taxes and fees that are imposed on transactions subject to this Agreement. Customer shall not be responsible for taxes and fees imposed on Sprint's net income or property. Customer shall be responsible for all taxes and fees (whether imposed upon Customer or Sprint) that are measured by gross receipts from sales made to Customer or imposed as a per-line or per-unit charge. Applicable taxes and fees include, but are not limited to, the following: federal, state, and local excise taxes, sales and transaction taxes, gross receipts taxes, utility taxes, and statutory 911 fees. If Customer is eligible for an exemption from any tax or fee, Customer must provide Sprint with a valid and properly executed exemption certificate for the exemption to be effective. Customer shall provide Sprint with the Primary Place of Use (i.e., Customer's residential street address or primary business address) for each unit activated on Customer's account, and notify Sprint of any changes in such address. Additional fees and assessments apply to Customer's monthly Service Plan. The charges may change and may vary depending on where Customer is located. The charges include, but are not limited to, a Universal Service Fund assessment and a Telephone Relay Service Fee. Sprint also imposes a Federal Programs Cost Recovery ("FPCR") fee that is not a tax or government mandated, but is kept by Sprint to recover Sprint's costs for complying with Federal Communications Commission ("FCC") programs and mandates. The FPCR fee is subject to adjustment, and Sprint will provide advance notice to Customer through the "Sprint News" section of Customer's bill or a bill insert of any significant increase in the FPCR fee. Please consult the current Sprint pricing materials, a sales consultant or visit <http://www.Sprint.com> for information regarding the FPCR fee and the current amount of the fee. Additional fees may be added to Customer's bill to recover Sprint's costs for funding government programs or initiatives.

***Early Termination Component of Rate Structure*** - Sprint incurs a significant cost in activating Service to Customer, including a large up-front cost in offering Equipment to Customer. These costs are partially recouped over the length of Customer's Agreement with Sprint through monthly service rate charges to Customer, which have been established in part for this purpose. If Customer breaches this Agreement or terminates Service for any reason (including by porting its Phone number to another service provider), Customer understands and acknowledges that Sprint will not receive the full benefit of its Agreement with

Customer, in part, because Sprint will not continue to receive monthly service charges from Customer. As a result, Sprint shall incur damages that are difficult, if not impossible, to determine. THEREFORE, IN THE CASE OF BREACH OR EARLY TERMINATION OF THE AGREEMENT BY CUSTOMER, CUSTOMER SHALL PAY TO SPRINT, AS LIQUIDATED DAMAGES AND NOT AS A PENALTY (IN ADDITION TO ALL AMOUNTS THEN OWED TO SPRINT), \$200 FOR EACH NUMBER ASSIGNED TO CUSTOMER'S ACCOUNT AS A REASONABLE ESTIMATE OF THE DAMAGES INCURRED BY SPRINT. This is intended to maintain Sprint's overall rate at an acceptable level despite Customer's early termination and will be assessed without exception unless otherwise provided in this Agreement or by applicable law.

*Failure to Pay* - Customer acknowledges that time is of the essence with respect to all amounts owed to Sprint. IF CUSTOMER HAS NOT PAID ITS MONTHLY INVOICE IN FULL BY THE DUE DATE, A LATE PAYMENT CHARGE OF UP TO 1.5% PER MONTH (18% ANNUALLY), OR SUCH LESSER AMOUNT PERMITTED BY LAW, MAY BE APPLIED TO THE TOTAL UNPAID BALANCE DUE AND OUTSTANDING. THIS LATE PAYMENT CHARGE IS ASSESSED TO RECOVER COSTS FOR CUSTOMER'S FAILURE TO PAY AND SHALL NOT CONSTITUTE INTEREST. Sprint's acceptance of late or partial payments (even if marked "paid in full" or similar notations) shall not waive Sprint's right to collect the full amount due under this Agreement, plus any additional amounts charged under this paragraph. If Sprint obtains the services of a collection or repossession agency or an attorney to assist in remedying any breach of this Agreement by Customer, including but not limited to, Customer's nonpayment of charges, Customer shall be liable for this expense.

*Disputed Charges* - Customer may dispute only those charges that Customer believes are the result of (1) a billing error; (2) a problem related to Customer's Service; or (3) dropped calls. To dispute any charge, Customer must pay all undisputed amounts when due and submit a written notice to Sprint within ninety (90) days of the date of the invoice. CUSTOMER WAIVES THE RIGHT TO DISPUTE ANY CHARGES FOR WHICH TIMELY NOTICE IS NOT PROVIDED TO SPRINT. Sprint shall resolve all disputed charges in its sole discretion. If Sprint determines that an error was made on Customer's invoice, Sprint will credit Customer's account in the amount of the error. If Sprint determines that a disputed charge was validly assessed upon Customer, Sprint will notify Customer and Customer must furnish the amount to Sprint within a reasonable period of time; or, if authorized by Customer, Sprint may instead charge Customer's credit card or debit card by any amount that was validly assessed. If Customer fails to pay any undisputed amount or, after a reasonable period of time, fails to pay any amount determined by Sprint to have been validly assessed upon

Customer, Sprint may exercise any remedies available to Sprint under this Agreement for non-payment, including termination of the Agreement. Customer hereby acknowledges that he or she has read the explanation of rates and charges set forth in this Section 7 and understands that these rates and charges may be assessed upon Customer, to the extent applicable.

**8.BILLING** - Sprint shall issue invoices for Service and for purchases of Equipment. Sprint's invoicing cycle is approximately thirty (30) days, but may change from time to time. The day of the month on which Customer receives an invoice may vary and is subject to change. Some billing details may be provided at <http://www.Sprint.com> and will not appear on invoices (except for a fee). Service charges will be invoiced to Customer in advance or in arrears, depending on the Service Plan, and usage charges will be invoiced in arrears. Customer may be assessed a shipping charge for Equipment delivered to Customer. Unless otherwise specified in Customer's Service Plan, any unused minutes or other allotted Services under Customer's Service Plan will not be carried over to any other billing cycle. If Customer's Service is terminated for any reason (including if Customer's Number is ported) before the end of any billing cycle, no credit or refund will be provided for unused minutes or other allotted Services and any monthly service charge will not be prorated to the date of termination. On occasion, Customer may be billed for Services in a month other than the month in which Customer used the Services, which may result in higher-than-expected Services charges for the month in which such Services are billed. The creation of new cell sites, Sprint's implementation of new billing technology, delays in the reporting of international or other roaming charges between carriers, and other similar events may result in such delayed billing. Sprint may bill Customer on behalf of third party providers of Online Applications that are accessed by Customer through the Equipment. Sprint may retain a percentage of these charges before providing the balance to the third party provider of such Online Application.

**9.PAYMENTS - Recurring Credit/Debit Card Payments**

Customer may pay any amount owed to Sprint by using a credit or debit card acceptable to Sprint. If Customer wishes to pay all amounts in this manner on a recurring basis, Customer must complete a separate payment enrollment form ("Payment Form"). Customer acknowledges that upon signing the appropriate Payment Form, the Payment Form, including its applicable terms and conditions, will become a part of this Agreement. Customer shall promptly notify Sprint of any changes to the credit or debit card (e.g., if the card is terminated, lost, stolen or the

expiration date changes) or bank account used for payment. Enrollment is for the duration of this Agreement unless cancelled earlier by either Customer or Sprint upon thirty (30) days' advance written notice to the other party.

**Specific Form of Payment** - Sprint may, at any time and from time to time, as it deems appropriate (e.g., following receipt of a dishonored check or other instrument), demand that Customer make payment by money order, cashier's check, or a similarly secure form of payment. Sprint also may require at any time in its sole discretion that the Equipment be purchased for cash only. In this case, title to the Equipment shall be transferred to Customer only after receipt by Sprint of a cashier's or certified check or other equally secure form of payment in the amount required by Sprint.

**Dishonored Checks** - Sprint may charge Customer up to the highest amount permitted by law for any check or other instrument tendered by Customer and returned unpaid by a financial institution for any reason.

**10. SUSPENSION, LIMITATION OR TERMINATION OF SERVICE OR THIS AGREEMENT - General** - Sprint may limit, suspend or terminate Customer's Service or this Agreement at any time and without providing notice to Customer if: (1) Customer fails to pay any charges (including, without limitation, any charges assessed on behalf of third parties) when due under this Agreement; (2) Customer behaves in an abusive, derogatory, or otherwise unreasonable manner to any Sprint employee, representative or agent; (3) Sprint has reason to believe that Customer's Service is being used in a fraudulent manner or for an illegal purpose (such as unusual activity levels or calling patterns); (4) Customer's Service is being used in a way that adversely affects other Customers' Service or Sprint's business operations; (5) Customer provides Credit Information that is false, inaccurate, dated or cannot be verified or Customer becomes insolvent or subject to any proceeding under the Bankruptcy Code or similar laws; (6) Sprint discovers that Customer is underage or does not otherwise possess the capacity or the authorization to enter into this Agreement; (7) Customer's use of the Service or Equipment exceeds limitations or violates any restrictions placed on Customer's account or otherwise breaches this Agreement; or (8) Sprint, in its sole discretion, believes action is required to protect its interests or the interests of Customer or its other customers. **SPRINT SHALL NOT BE LIABLE TO CUSTOMER OR TO ANY OTHER PARTY FOR EXERCISING OR FAILING TO EXERCISE ITS RIGHTS UNDER THIS SECTION TO LIMIT, SUSPEND OR TERMINATE SERVICE OR THE AGREEMENT.** If Customer's Service is subject to fraudulent use, Customer shall immediately notify Sprint's Customer Service department, provide Sprint with any documentation and information that it requests and otherwise cooperate with Sprint in the investigation of

such incident. If Sprint terminates Service to Customer, and Service is not reconnected within thirty (30) calendar days, all amounts owed to Sprint (including any damages for early termination) shall become immediately due and payable.

***Reactivation*** - Sprint may, but is not required to, reactivate Service to Customer after Service has been suspended or terminated in accordance with the previous subsection. Before Service may be reactivated, Customer must pay to Sprint all past due amounts plus a reconnection charge of up to \$30.00 per Number, plus applicable taxes. Sprint may modify the terms of Service before reactivating Service to Customer and may require Customer to provide Sprint with an initial Deposit or an additional Deposit.

**11.RELEASE OF CUSTOMER INFORMATION - Privacy** - Wireless systems use radio channels to transmit communications that may be accidentally or intentionally intercepted. Although federal and state laws may make it illegal for third parties to listen in on Customer's Service, privacy cannot be guaranteed. SPRINT SHALL NOT BE LIABLE TO CUSTOMER OR TO ANY THIRD PARTY FOR EAVESDROPPING ON OR INTERCEPTION OF COMMUNICATIONS MADE WHILE USING THE SERVICE OR THE EQUIPMENT.

***911 or Other Emergency Calls*** - The Service does not interact with 911 and other emergency services in the same manner as non-wireless or landline telephone services. Depending on Customer's location, the type of Equipment being used, the type of equipment being utilized by any applicable emergency services provider, and the circumstances and conditions of a particular call, Customer's phone number and/or location may not be identifiable to emergency services providers and Customer may not be connected to the appropriate emergency services provider. In certain circumstances, a 911 call may be routed to a state patrol dispatcher. Sprint is deploying wireless E911 compatible Equipment that meets applicable FCC requirements and that is designed to help public safety authorities locate users of the Service who make 911 calls. However, E911 service that is compatible with the FCC technical requirements is not available in all areas, and even in those areas where it is available, it is not entirely reliable. Moreover, if Customer's Equipment is not GPS-enabled, emergency services personnel may have much less precise location information about the Customer, compared to the information available to them if Customer's Equipment was GPS-enabled. The information available to emergency service providers may also be limited if Customer's number or numbers are in the process of being ported. Customer acknowledges that E911 service is not available in all areas, is not completely reliable and is further limited when using non-GPS enabled Equipment or during the number porting process. Customer consents to Sprint's disclosure of Customer

information to governmental and public safety authorities in response to emergencies. This information may include, but is not limited to, Customer's name, address, Number, and the location of the user of the Service at the time of call.

***Access, Use and Disclosure of Customer Information and Communications*** - Customer acknowledges and agrees that Sprint may access, use, and disclose to third parties, any information whether personally identifying information, or "customer proprietary network information" ("CPNI") within the meaning of 47 U.S.C. § 222 and its implementing regulations ("CPNI Regulations") that Sprint collects, possesses or develops about Customer to: (1) provide Customer with Equipment, Service, or customer support; (2) conduct marketing activities in accordance with applicable law (Customer may opt out of any such marketing by contacting Sprint); (3) enable Customer to switch to a new service provider (either Sprint or another service provider) while retaining the same phone number; (4) provide handset-based or network-based geographic information services via Sprint-provided or third party software applications; (5) comply with applicable law; or (6) respond to emergencies. Customer acknowledges that any information that identifies Customer (e.g., Customer's name and Number) and calls made by Customer may appear on the equipment or bill of a person or party that receives Customer's call. Sprint may access, use, disclose, record or monitor any communications to or from Customer or any other person to protect Sprint's rights or property or those of other customers, as permitted by law.

***Geographic Information Services*** - Consistent with the foregoing, Customer acknowledges and agrees that Sprint or a third party application service provider may access, use, and disclose to third parties the geographic location of Customer's Equipment to provide Customer with any geographic information service which Customer accesses through the Service or Equipment. If Customer utilizes any such service and there are additional users on Customer's account, Customer shall clearly, conspicuously, and regularly notify all individual users of the Service that location information (i.e., the geographic coordinates of the Equipment) may be accessed, used, or disclosed in connection with the Service. For any geographic information service that is governed by the CPNI regulations or a similar law, Sprint will provide Customer with a separate notice and opportunity to consent to the access, use, and disclosure of geographic information. **CUSTOMER SHALL HOLD HARMLESS AND INDEMNIFY SPRINT AGAINST ANY AND ALL CLAIMS, LOSSES, EXPENSES, DEMANDS, ACTIONS, OR CAUSES OF ACTION (INCLUDING ALL ACTIONS BY THIRD**

PARTIES) ARISING OUT OF A BREACH OF CUSTOMER'S OBLIGATION TO NOTIFY USERS AS SET FORTH IN THIS SECTION OR CUSTOMER'S USE OF ANY GEOGRAPHIC INFORMATION SERVICE OR LOCATION INFORMATION.

12.EQUIPMENT - Customer shall provide Sprint with an initial payment in the amount required by Sprint, to be applied towards any amount owed to Sprint one (1) year from the effective date of the Agreement. Customer acknowledges that Sprint is not responsible for the Equipment or its installation. Sprint is not responsible for the operation, quality of transmission, or, unless separate maintenance arrangements have been made between Sprint and Customer, for maintenance of the Equipment. Customer further acknowledges that Equipment purchased from Sprint is not compatible with and will not support services provided by other wireless carriers, except for those services provided by an entity operating compatible iDEN equipment or in connection with roaming to certain countries outside of the United States. SPRINT SHALL NOT BE LIABLE FOR ANY DAMAGES (INCLUDING DAMAGE TO THE EQUIPMENT) RESULTING FROM INSTALLATION OF THE EQUIPMENT BY CUSTOMER OR ANY THIRD PARTY. UPON CUSTOMER'S ACCEPTANCE OF DELIVERY OF THE EQUIPMENT, ALL RISK OF LOSS, DAMAGE, THEFT, OR DESTRUCTION TO THE EQUIPMENT SHALL BE BORNE BY THE CUSTOMER. NO LOSS, DAMAGE, THEFT, OR DESTRUCTION OF THE EQUIPMENT, IN WHOLE OR IN PART, SHALL IMPAIR CUSTOMER'S OBLIGATIONS UNDER THIS AGREEMENT, INCLUDING, WITHOUT LIMITATION, CUSTOMER'S RESPONSIBILITY FOR THE PAYMENT OF SERVICE CHARGES DUE UNDER THE AGREEMENT.

*Insurance* - Customer may purchase Direct Protect insurance ("Direct Protect") to protect Customer against loss, theft, incidental damage or accidents involving Customer's Equipment. However, Direct Protect is not available for certain Equipment. Customer acknowledges that Direct Protect insurance is provided by The Signal Telecommunications Insurance Services ("Signal") and not by Sprint. If Customer selects Direct Protect coverage, Customer will be assessed a monthly charge, which Sprint will remit to Signal on Customer's behalf. Any requests for information or claims regarding Direct Protect shall be directed to Signal. Customer acknowledges that a summary of coverage is available at [www.Sprint.com](http://www.Sprint.com), which information is also available by calling Signal at 1-888-352-9182.

*Lost or Stolen Equipment* - If Customer's Equipment is lost or stolen, Customer agrees to: (1) notify Sprint within two calendar days by calling Sprint's Customer Service department; (2) provide Sprint with any documentation and information that it requests; and (3) otherwise cooperate with Sprint in the investigation of such incident.

**13.DISCLAIMER OF WARRANTIES - SPRINT MAKES NO REPRESENTATIONS OR WARRANTIES, STATUTORY, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE OR NON-INFRINGEMENT CONCERNING CUSTOMER'S SERVICE OR THE EQUIPMENT. SPRINT DOES NOT AUTHORIZE ANYONE TO MAKE ANY REPRESENTATION OR WARRANTY ON ITS BEHALF, AND CUSTOMER SHOULD NOT RELY ON ANY SUCH STATEMENT(S). ANY STATEMENTS MADE IN PACKAGING, MANUALS OR OTHER DOCUMENTS, OR BY ANY SPRINT EMPLOYEES, AGENTS OR REPRESENTATIVES, ARE PROVIDED FOR INFORMATIONAL PURPOSES ONLY AND NOT AS WARRANTIES BY SPRINT OF ANY KIND. CUSTOMER ASSUMES ALL RESPONSIBILITY FOR USE OF THE SERVICE AND THE QUALITY AND PERFORMANCE OF THE EQUIPMENT. CUSTOMER ACKNOWLEDGES THAT SERVICE MAY NOT BE ERROR-FREE AND THAT INTERRUPTIONS WILL LIKELY OCCUR FROM TIME TO TIME. SPRINT DOES NOT MANUFACTURE THE EQUIPMENT AND ANY STATEMENT REGARDING THE EQUIPMENT SHOULD NOT BE INTERPRETED AS A WARRANTY. THIS SECTION SHALL SURVIVE TERMINATION OF THIS AGREEMENT.**

**14.LIMITATION OF LIABILITY AND REMEDIES FOR BREACH** - Sprint shall not be liable for: (1) any deficiency in the Service, including, but not limited to, mistakes, omissions, interruptions (including, among others, interruptions caused by Equipment or facilities failure or shortages), errors, failures to transmit, delays or defects, network problems, lack of coverage or network capacity, dropped calls, inability to access the Service or inability to place or receive calls or problems of unauthorized access; (2) the unavailability or any failure or delay in delivery of the Equipment or the cancellation of any orders of Equipment by the manufacturer; (3) any suspension or termination of Service by Sprint or any other action taken by Sprint in its sole discretion intended to protect the Sprint wireless network, systems, and the rights or property of Sprint, its Customers, or others from "hacking," "spamming," "viruses" or other potential harms that Sprint believes may adversely impact its network or systems; (4) the availability or use of Wireless Data Services, including but not limited to, the compatibility or use of Online Applications or Content, whether or not supported by Sprint, or any contact with third parties through the use of Wireless Data Services; (5) any damage or personal injury allegedly caused by use of the Equipment or Service; (6) any other damage due directly or indirectly to causes beyond Sprint's control, including, but not limited to, any act or omission of any carrier or service provider other than Sprint; or (7) acts of God, acts of public enemies, acts of the government, acts or failure to act of Customer, its agents, employees or subcontractors, fires, floods, epidemics,

quarantine restrictions, corrosive substances in the air or other hazardous environmental conditions, strikes, freight embargoes, inability to obtain materials or services, commotion, war, terrorism, unusually severe weather conditions or default of Sprint's subcontractors.

WITHOUT LIMITING THE FOREGOING, SPRINT'S SOLE LIABILITY FOR SERVICE DISRUPTION, WHETHER CAUSED BY THE NEGLIGENCE OF SPRINT OR OTHERWISE, IS LIMITED TO A CREDIT ALLOWANCE OF NOT MORE THAN THE PROPORTIONATE CHARGE TO CUSTOMER FOR THE PERIOD OF SERVICE DISRUPTION. EXCEPT AS OTHERWISE SET FORTH IN THE PRECEDING SENTENCE, IN NO EVENT SHALL SPRINT BE LIABLE FOR ACTUAL DAMAGES OR FOR CONSEQUENTIAL, INCIDENTAL, SPECIAL OR OTHER INDIRECT DAMAGES CAUSED BY ITS NEGLIGENCE OR OTHERWISE, NOR FOR ECONOMIC LOSS, PERSONAL INJURIES OR PROPERTY DAMAGE SUSTAINED BY CUSTOMER OR ANY THIRD PARTIES. IF CUSTOMER IS PROVIDED WITH A CREDIT ALLOWANCE UNDER THIS SECTION, SPRINT SHALL BE SUBROGATED TO ANY AND ALL RIGHTS THAT CUSTOMER MAY HAVE AGAINST ANY THIRD PARTY AS A RESULT OF CUSTOMER'S LOSS OR EXPENSE, INCLUDING BUT NOT LIMITED TO, ANY RIGHT CUSTOMER MAY HAVE UNDER THE TELEPHONE CONSUMER PROTECTION ACT. THIS SECTION 14 SHALL SURVIVE TERMINATION OF THIS AGREEMENT. UNDER CERTAIN CIRCUMSTANCES, SOME JURISDICTIONS MAY NOT RECOGNIZE OR GIVE EFFECT, IN WHOLE OR IN PART, TO WARRANTY DISCLAIMERS AND/OR LIMITATIONS OF REMEDIES FOR BREACH; AND THEREFORE, TO THE EXTENT THAT THE DISCLAIMER SET FORTH IN SECTION 13 AND THE LIMITATION OF REMEDIES IN SECTION 14 ARE NOT PERMITTED BY APPLICABLE LAW, THEY WILL NOT APPLY TO CUSTOMER OR SHALL ONLY APPLY TO THE EXTENT PERMITTED BY SUCH APPLICABLE LAW.

**15. INDEMNIFICATION** - Customer shall indemnify, defend, and hold Sprint harmless from any violation by Customer of any applicable law or regulation. Customer will further indemnify Sprint for any claim or demand, including reasonable attorneys' fees, made by any third party due to or arising out of: (1) information or Content that Customer submits, posts, transmits or makes available through the Service; (2) Customer's use of the Service or Equipment; (3) Customer's connection to the Service or Equipment; (4) Customer's violation of this Agreement; or (5) Customer's violation of any rights of a third party.

16.DISPUTE RESOLUTION - THIS SECTION PROVIDES FOR THE RESOLUTION OF MOST DISPUTES OR CLAIMS THROUGH ARBITRATION INSTEAD OF COURT TRIALS AND CLASS ACTIONS. CUSTOMER SHOULD READ THIS SECTION CAREFULLY; ARBITRATION IS FINAL, BINDING AND SUBJECT TO ONLY VERY LIMITED REVIEW BY A COURT. THIS SECTION GOVERNING DISPUTES SHALL SURVIVE TERMINATION OF THIS AGREEMENT.

*Mandatory Arbitration* - CUSTOMER AND SPRINT AGREE TO ARBITRATE ANY CLAIM, CONTROVERSY OR DISPUTE ARISING UNDER OR RELATED TO THIS AGREEMENT OR ANY EQUIPMENT USED IN CONNECTION WITH THE SERVICE (OR ANY PRIOR ORAL OR WRITTEN AGREEMENT FOR WIRELESS SERVICE WITH SPRINT OR NEXTEL) EXCEPT THAT CUSTOMER OR SPRINT MAY BRING AN INDIVIDUAL ACTION IN SMALL CLAIMS COURT. CUSTOMER AND SPRINT ACKNOWLEDGE THAT THIS AGREEMENT EVIDENCES A TRANSACTION IN INTERSTATE COMMERCE AND THAT THE FEDERAL ARBITRATION ACT SHALL GOVERN THE INTERPRETATION AND ENFORCEMENT OF THIS ARBITRATION PROVISION. TO INITIATE ARBITRATION, CUSTOMER OR SPRINT MUST FIRST SEND A WRITTEN NOTICE, VIA CERTIFIED MAIL, TO THE OTHER PARTY INDICATING ITS INTENT TO ARBITRATE, WHICH NOTICE SHALL INCLUDE: (1) A DESCRIPTION OF THE FACTS; (2) A DESCRIPTION OF THE NATURE OF THE CLAIM; AND (3) THE RELIEF SOUGHT ("NOTICE TO ARBITRATE"). SEND NOTICE TO ARBITRATE TO: **SPRINT GENERAL COUNSEL, ARBITRATION OFFICE, 2001 EDMUND HALLEY DRIVE, RESTON, VIRGINIA 20191**. BOTH PARTIES AGREE TO MAKE REASONABLE ATTEMPTS TO RESOLVE ANY SUCH DISPUTE; HOWEVER, IF THE PARTIES CANNOT RESOLVE THE DISPUTE WITHIN FORTY-FIVE (45) DAYS OF RECEIPT OF NOTICE TO ARBITRATE, THEN AN ARBITRATION CLAIM MAY COMMENCE. ANY ARBITRATION INITIATED UNDER THIS AGREEMENT SHALL BE ADMINISTERED BY THE AMERICAN ARBITRATION ASSOCIATION ("AAA") IN ACCORDANCE WITH ITS WIRELESS INDUSTRY ARBITRATION RULES (AND THE AAA SUPPLEMENTAL PROCEDURES FOR CONSUMER RELATED DISPUTES AS THEY MAY BE APPLICABLE), AS MODIFIED BY THIS AGREEMENT. INFORMATION CONCERNING THE AAA, ITS WIRELESS INDUSTRY ARBITRATION RULES AND OTHER INFORMATION CONCERNING ARBITRATION PROCEDURES AND FEES CAN BE FOUND BY CALLING THE AAA AT 1-800-778-7879 OR VISITING ITS WEBSITE AT <http://www.adr.org>.

ANY ARBITRATION SHALL BE CONDUCTED BY A SINGLE NEUTRAL ARBITRATOR. CUSTOMER AND SPRINT SHALL COOPERATE IN GOOD FAITH TO SELECT THE ARBITRATOR WITHIN THIRTY (30) CALENDAR DAYS OF THE COMMENCEMENT OF ANY

ARBITRATION PROCEEDING. IF CUSTOMER AND SPRINT CANNOT AGREE UPON A NEUTRAL ARBITRATOR WITHIN THE THIRTY DAY PERIOD, THEN EITHER PARTY MAY REQUEST THAT THE AAA APPOINT, IN ITS SOLE DISCRETION, A NEUTRAL ARBITRATOR. CUSTOMER AND SPRINT FURTHER AGREE THAT NO ARBITRATOR SHALL HAVE THE AUTHORITY TO AWARD ANY RELIEF OR REMEDY IN EXCESS OF OR CONTRARY TO WHAT IS PROVIDED IN THIS AGREEMENT, EXCEPT WHERE SUCH PROVISION IS NOT PERMITTED UNDER APPLICABLE LAW. THE ARBITRATOR'S DECISION AND AWARD SHALL BE FINAL AND BINDING, AND JUDGMENT ON THE AWARD RENDERED BY THE ARBITRATOR MAY BE ENTERED IN ANY COURT HAVING JURISDICTION. THE LAW THAT IS APPLIED TO THIS AGREEMENT ALSO SHALL BE APPLIED IN ANY ARBITRATION PROCEEDING. UNLESS THE CUSTOMER AND SPRINT OTHERWISE AGREE, ANY ARBITRATION SHALL BE CONDUCTED IN THE COUNTY SEAT OF THE COUNTY IN WHICH CUSTOMER'S BILLING ADDRESS IS LOCATED. ALL ADMINISTRATIVE COSTS AND FEES OF ARBITRATION SHALL BE BORNE EQUALLY BY CUSTOMER AND SPRINT, EXCEPT IF THE CLAIM IS LESS THAN \$1000, CUSTOMER WILL BE OBLIGATED TO PAY ONLY \$25. FOR CLAIMS OVER \$1,000 BUT UNDER \$75,000, CUSTOMER WILL BE REQUIRED TO PAY ITS SHARE OF ARBITRATION FEES, BUT NO MORE THAN THE EQUIVALENT COURT FILING FEE FOR A COURT ACTION FILED IN THE JURISDICTION WHERE CUSTOMER'S BILLING ADDRESS IS LOCATED. CUSTOMER AND SPRINT SHALL EACH BEAR THE EXPENSES OF THEIR OWN COUNSEL, EXPERTS, WITNESSES AND THE PREPARATION AND PRESENTATION OF EVIDENCE IN CONNECTION WITH ANY ARBITRATION.

*Waiver of Jury Trial and Class Actions -* BY ENTERING INTO THIS AGREEMENT, CUSTOMER AND SPRINT ACKNOWLEDGE AND AGREE TO WAIVE CERTAIN RIGHTS TO LITIGATE DISPUTES IN COURT, TO RECEIVE A JURY TRIAL OR TO PARTICIPATE AS A PLAINTIFF OR AS A CLASS MEMBER IN ANY CLAIM ON A CLASS OR CONSOLIDATED BASIS OR IN A REPRESENTATIVE CAPACITY. CUSTOMER AND SPRINT BOTH AGREE THAT ANY ARBITRATION WILL BE CONDUCTED ON AN INDIVIDUAL AND NOT ON A CONSOLIDATED, CLASS-WIDE OR REPRESENTATIVE BASIS AND THAT IF ARBITRATION IS NOT CONDUCTED ON AN INDIVIDUAL BASIS, THIS SECTION 16 SHALL BE DEEMED NULL AND VOID. THE ARBITRATOR MAY AWARD INJUNCTIVE RELIEF ONLY IN FAVOR OF THE INDIVIDUAL PARTY SEEKING RELIEF AND ONLY TO THE EXTENT NECESSARY TO PROVIDE RELIEF WARRANTED BY THAT PARTY'S INDIVIDUAL CLAIM. IF FOR ANY REASON THE ARBITRATION CLAUSE SET FORTH IN THIS AGREEMENT IS

DEEMED INAPPLICABLE OR INVALID, OR TO THE EXTENT THE ARBITRATION CLAUSE ALLOWS FOR LITIGATION OF DISPUTES IN COURT, CUSTOMER AND SPRINT BOTH WAIVE, TO THE FULLEST EXTENT ALLOWED BY LAW, ANY RIGHT TO PURSUE OR PARTICIPATE AS A PLAINTIFF OR AS A CLASS MEMBER IN ANY CLAIM ON A CLASS OR CONSOLIDATED BASIS OR IN A REPRESENTATIVE CAPACITY.

**17. MISCELLANEOUS - Assignment** - Customer may not assign all or any part of this Agreement (including any of its rights and duties under the Agreement) or sell or lease the Service to others without Sprint's prior written consent. Sprint may assign all or any part of this Agreement to any successor or any other entity capable of performing Sprint's obligations under this Agreement without obtaining Customer's consent or providing notice to Customer. Sprint shall be released from all liability upon assignment of this Agreement. Customer shall continue to be bound by the terms of this Agreement following assignment.

**Sprint Associates** – Sprint's subsidiaries, affiliates and certain third party service providers (the "Sprint Associates") may provide wireless communication services in support of Sprint from time to time. All rights and protections afforded to Sprint by this Agreement are also afforded to the Sprint Associates.

**Notice** - Notice to Customer shall be considered delivered if sent by U.S. Mail addressed to the most current address on file for Customer (effective three (3) days following deposit in U.S. Mail) or by electronic means such as email or text messaging (effective immediately upon transmission). Written notice to Sprint must be sufficient to identify Customer and the Service and shall be considered delivered when directed to Sprint Customer Service department and received by Sprint. Oral and electronic notice to Sprint shall be considered delivered on the date reflected in Sprint's records. To ensure receipt of notice, Customer shall notify Sprint of any changes in Customer's email or mailing address.

**Limitation on Third Party Beneficiaries** - This Agreement is not for the benefit of any third party other than the Sprint Associates.

**Governing Law** - The laws of the state associated with the area code assigned to Customer's Number will govern this Agreement, without regard to the conflict of laws rules of that state. This Agreement is also subject to applicable federal laws and federal or state regulations or tariffs

***Entire Agreement*** - This Agreement and the documents to which it refers (e.g., return policy, Plan Information and Payment Forms, to the extent such documentation may be applicable), form the entire Agreement between Customer and Sprint. There are no oral or written agreements between Customer and Sprint for Equipment or Service relating to the Nextel National Network other than as set forth in this Agreement. If Customer is a business, Sprint shall not be bound by the terms and conditions included in Customer's purchase orders or elsewhere, unless expressly agreed to in writing by a duly authorized officer of Sprint. If any provision of this Agreement is found to be illegal or otherwise invalid, the remainder of this Agreement will remain enforceable. If, at any time, Sprint fails to enforce any right or remedy under this Agreement (including, but not limited to, a waiver of Sprint's right to *written* notice under the Agreement), Sprint shall retain the right to enforce such right or remedy at a later time.

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whether such third party licenses are required and are responsible for acquiring any such licenses relating to Third Party Information. To the extent that such intellectual property licenses may be required, RIM expressly recommends that you do not install or use Third Party Information until all such applicable licenses have been acquired by you or on your behalf. Your use Third-Party Information shall be governed by and subject to you agreeing to the terms of the Third Party Information agreements and/or licenses. Any Third Party Information that is provided with RIM's products and services is provided "as is". RIM makes no representation, warranty or guarantee whatsoever in relation to the Third Party Information and RIM assumes no liability whatsoever in relation to the Third Party Information even if RIM has been advised of the possibility of such damages or can anticipate such damages.

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